



City of Farmington 2010 Resident Survey



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Purpose

The City of Farmington would like to thank those citizens who participated in the 2010 survey process. We realize that effective communication between a city government and the citizens that it serves is essential in effectively managing the city. One media of communication utilized by many cities is a resident survey. The resident survey can become the cornerstone of communications playing a variety of roles, such as:

1. Assisting the city in identifying services or programs that are either above or below expectations,
2. Assisting the city administration and elected officials in understanding the resident satisfaction with the results of the work they have performed,
3. Providing an important tool for use when setting budgets, priorities, and strategic plans,
4. Demonstrating the government's willingness and commitment to listen to and act upon citizen feedback.

In an effort to provide an ongoing means of monitoring progress and identifying areas of strength and weakness, it is the intent of the City of Farmington to conduct a resident survey every couple of years. The surveys conducted in 2005 and 2008 are the baseline against which the 2010 results are measured.

Methodology

The resident survey was mailed in March 2010.

The recipients of the survey were households within the City of Farmington. Selection was completed based on a random sampling of the City Light and Water utility accounts. At the time of the survey, the City showed 5,699 active utility accounts. As a validation, this number was compared to an estimate of the household population based off the 2000 Census and the U.S. Census Bureau estimated population percentage increase since that time for validation purposes. It was decided that the utility accounts number of 5,699 would be an appropriate population number to use.

The parameters established for selection of the sample were as follows:

Confidence Level:	90%
Margin of Error:	+5%
Allowance for Undeliverable Mail:	Insignificant due to database of active accounts
Selection Process:	Simple Random Sample

Based on the confidence level and interval desired, it was determined that a total of 259 responses would be required. Taking into account the survey was being sent to a target audience and consisted of a postage-paid return piece, industry standards indicate a 25% rate of return should be expected. (According to the National Research Center, the typical response rate obtained on citizen surveys ranges from 25% to 40%.) However, based on the results of previous surveys, the City typically only experiences a 19% response rate. Therefore, it was determine that 1,363 surveys would need to be mailed for an accurate sampling to be obtained. Because the mailing was based on currently active utility accounts, the undeliverable/vacant allowance was deemed insignificant and unnecessary.

The recipients were given approximately one month to respond to the survey. Based on a total of 296 survey responses received, the following precision estimates were realized:

Total Data Set:	5,699
Responses:	296
Confidence Level:	90%
Margin of Error:	+4.65%

This means that for a given question answered by all 296 respondents, we can be 90 percent confident that the difference between the percentage breakdowns of the sample population and those of the total population is no greater than 4.65%. This margin of error will increase for questions not answered by all respondents.

In addition to being mailed, a condensed version of the questionnaire was added to the City web-site. This questionnaire received 100 responses. For those questions being asked via both venues, a combined total is shown in the results.

SURVEY

1. Do you support a ban on smoking in restaurants in Farmington?

- ☐ Yes ☐ No ☐ No Opinion

2. Have you used the City's online Resident Service Portal?

- ☐ Yes ☐ No ☐ No Opinion

3. The City of Farmington has its own website (www.farmington-mo.gov). Do you ever use this website to get information about the City of Farmington?

- ☐ Yes ☐ No ☐ No Opinion

4. The City of Farmington currently offers an automatic bill payment service via an electronic funds transfer from your checking or savings account. Do you use this service?

- ☐ Yes ☐ No ☐ No Opinion

If you do not use the automatic bill payment service, why not?

- ☐ Did not know available ☐ Do not like automatic bill payment ☐ Other Reason _____

Would you utilize credit card or debit card for utility bill payment?

- ☐ Yes ☐ No ☐ No Opinion

5. Services

Please indicate your level of satisfaction with each of the following City services:

	Excellent	Good	Fair	Poor	No Opinion
Police Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police School Programs (SRO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taste of Tap Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streets - Traffic Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streets - Condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary Sewer and Wastewater Treatment ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility Billing Office Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Priorities for On-going Services

Of the following services, where would you like to see the City spend more, the same amount, or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Fire Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police School Program (SRO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Wide Clean-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspections (Building/Code Enforcement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library - Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library - Children's Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library - Adult Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs for the Elderly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs for Youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary Sewer Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm Sewer Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historic Preservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you believe as a taxpayer that you receive a good return in City services for your tax dollar?

- ☐ Yes ☐ No ☐ No Opinion

7. Transportation

The following is a list of transportation issues. Please indicate your opinion of the existing situation.

	Excellent	Good	Fair	Poor	No Opinion
Condition of major streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of all residential streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of streets in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street surface cleaning in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street surface cleaning in business areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow and ice removal on major streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk ramps for handicapped	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Recreation

Of the following recreational services, where would you like to see the City spend more, the same amount, or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Parks - Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Picnic Tables & Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Bike Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Ball Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Soccer Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Youth Recreation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Concerts & Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Aquatics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Fitness Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centene Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Citizen Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the appropriate answer to the following questions.

How often do you visit the Civic Center?	<input type="radio"/> Daily	<input type="radio"/> Weekly	<input type="radio"/> Monthly	<input type="radio"/> Never
Do the Civic Center programs meet your needs?	<input type="radio"/> Always	<input type="radio"/> Occasionally	<input type="radio"/> Seldom	<input type="radio"/> No Opinion
If over 65, how often do you visit the Senior Center?	<input type="radio"/> Always	<input type="radio"/> Occasionally	<input type="radio"/> Seldom	<input type="radio"/> No Opinion

9. Municipal Facilities

Please rate, in your opinion, the physical condition of the following facilities.

	Excellent	Average	Needs Improvement	No Opinion
Civic Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centene Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Capital Improvement Programs

Of the following Capital Improvement Programs, where would you like to see the City spend more, the same amount, or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Major street resurfacing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential street resurfacing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New street construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic signal improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary sewer improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm sewer improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk repair program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike/Pedestrian Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Public Safety

Please rate, in your opinion, the quality of each of the following public safety services provided.

	Excellent	Average	Needs Improvement	No Opinion
Police - Neighborhood patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police - Traffic enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police - Investigations of crimes by detectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Police - Crime prevention programs..... ☐ ☐ ☐ ☐

Police - Accident investigation..... ☐ ☐ ☐ ☐

Fire - Firefighting..... ☐ ☐ ☐ ☐

Fire - Fire Prevention / Education Program..... ☐ ☐ ☐ ☐

Fire - Fire Investigation..... ☐ ☐ ☐ ☐

Emergency Management - Siren Warning System..... ☐ ☐ ☐ ☐

12. General Information

Do you feel you have a say in City government decision-making?

☐ Always ☐ Sometimes ☐ Never ☐ No Opinion

How many times have you attended a City Council meeting or Public Hearing in the last 12 months?

☐ None ☐ 1 - 5 ☐ 6 - 10 ☐ More than 10

How do you usually get news or information about the City government?

☐ Not applicable. Never pay attention to it. ☐ Social Media ☐ Other _____

☐ Local newspaper ☐ City committees

☐ City newsletter ☐ Calling City Officials

☐ Conversation with family or friends ☐ City website (www.farmington-mo.gov)

For use in making comparisons, please tell us something about yourself by answering the following questions.

Are you: ☐ Male ☐ Female ☐ Answering as a Household

If answering as a household, indicate how many people, including yourself, are in each category below.

	1	2	3	4	5 or more
Under 5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-17 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18-25 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26-45 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 years and up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Household Total: _____

How long have you lived in Farmington? ☐ Under 1 year ☐ 1 to 5 years ☐ 5 to 10 years ☐ Over 10 years

What type of dwelling do you live in:

☐ Single Family ☐ Apartment ☐ Condominium / Townhouse

☐ Duplex ☐ Mobile Home ☐ Other _____

In relation to your place of residence, do you: ☐ Own ☐ Rent

In relation to location of employment:

Do you work: ☐ In Farmington ☐ Outside of Farmington ☐ Retired ☐ Unemployed

If outside of Farmington, approximately how many miles do you drive to work (one-way)? _____

Does your spouse work: ☐ In Farmington ☐ Outside of Farmington ☐ Retired ☐ Unemployed

If outside of Farmington, approximately how many miles does your spouse drive to work (one-way)? _____

Please indicate the level of education that you have attained.

☐ Less than high school ☐ High School Graduate or GED ☐ Some College ☐ College Graduate

☐ Post Graduate Degree

Please indicate your ethnic background.

☐ Caucasian (White) ☐ Black or African American ☐ Hispanic or Latino ☐ American Indian or Alaska Native

☐ Asian ☐ Other _____

Please indicate your household income level.

☐ Under \$20,000 per year ☐ \$36,000 to \$50,000 ☐ \$76,000 to \$100,000

☐ \$20,000 to \$35,000 ☐ \$51,000 to \$75,000 ☐ More than \$100,000

Please indicate the sector in which you work:

☐ Retail ☐ Medical ☐ Service ☐ Manufacturing ☐ Construction ☐ Education

☐ Government ☐ Other _____

Please indicate the area of Farmington in which you live.

☐ Ward 1 ☐ Ward 2 ☐ Ward 3 ☐ Ward 4

What do you like most about Farmington?

What do you like least about Farmington?

Understanding the Results

Responses received from residents are influenced by a variety of factors. For questions related to service quality, the following factors play a role: 1) residents' expectations for service quality, 2) the "objective" quality of the service provided, 3) the way the resident perceives the entire community (that is, the context in which the service is provided), 4) the scale on which the resident is asked to indicate his/her opinion, and 5) the resident's opinion of the service.

The Respondents

<u>Ward</u>	<u>Total</u>	2010	2008	2005	<u>Income</u>	<u>Total</u>	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>			<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
1	51	17.2%	19.2%	25.9%	Under \$20,000	54	18.2%	14.5%	19.4%
2	62	21.0%	31.8%	27.3%	\$20,000 to \$35,000	43	14.5%	16.9%	16.9%
3	31	10.5%	16.9%	17.4%	\$36,000 to \$50,000	64	21.6%	19.2%	22.9%
4	46	15.5%	26.3%	24.4%	\$51,000 to \$75,000	49	16.6%	16.1%	11.9%
Unknown	106	35.8%	5.9%	5.0%	\$76,000 to \$100,000	26	8.8%	14.1%	10.5%
Total	296	100.0%	100.0%	100.0%	More than \$100,000	24	8.1%	5.9%	6.5%
					No Response	36	12.2%	13.3%	11.9%
					Total	296	100.0%	100.0%	100.0%
<u>Household Size</u>	<u>Total</u>	2010	2008	2005	<u>Dwelling</u>	<u>Total</u>	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>			<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
1	75	25.3%	15.6%	16.4%	Apartment	29	9.8%	5.9%	5.5%
2	124	41.9%	25.5%	30.3%	Condominium/Townhouse	29	9.8%	6.3%	5.0%
3	25	8.5%	9.0%	9.0%	Duplex	7	2.4%	2.0%	1.0%
4	27	9.1%	6.7%	10.9%	Mobile Home	9	3.0%	3.1%	5.5%
5	5	1.7%	2.0%	4.0%	Single Family	220	74.3%	78.4%	80.6%
6	4	1.4%	0.0%	1.5%	Other or No Response	2	0.7%	4.3%	2.4%
7	1	0.3%	0.0%	1.0%	Total	296	100.0%	100.0%	100.0%
8	1	0.3%	0.0%	1.0%					
No Response	34	11.5%	41.2%	25.9%					
Total	296	100.0%	100.0%	100.0%					
<u>Years In Town</u>	<u>Total</u>	2010	2008	2005	<u>Work Location (Spouses included)</u>	<u>Total</u>	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>			<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Under 1	14	4.7%	3.1%	4.5%	In Farmington	159	26.8%		16.4%
1 to 5	53	17.9%	19.2%	12.9%	Out of Town	81	13.7%		8.4%
5 to 10	48	16.2%	14.9%	15.4%	Unemployed	39	6.6%		4.4%
Over 10	178	60.2%	60.4%	64.7%	Retired	209	35.3%		20.6%
No Response	3	1.0%	2.4%	2.5%	No Response	104	17.6%		50.2%
Total	296	100.0%	100.0%	100.0%	Total	592	100.0%		100.0%
<u>Education</u>	<u>Total</u>	2010	2008	2005	<u>Travel Distance to Work (for those working out of town)</u>	<u>Total</u>	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>			<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Less than High School	15	5.1%	3.5%	4.0%	Up to 5 miles	5	7.3%	13.3%	15.2%
High School Graduate or GED	65	22.0%	25.5%	30.9%	5 to 10 miles	16	23.2%	16.7%	27.1%
Some College	91	30.7%	33.3%	30.3%	11 to 20 miles	13	18.9%	18.3%	22.0%
College Graduate	71	24.0%	22.0%	32.8%	21 to 30 miles	6	8.7%	10.0%	1.7%
Post Graduate Degree	52	17.5%	13.3%	0.0%	31 to 50 miles	9	13.0%	16.7%	10.2%
No Response	2	0.7%	2.4%	2.0%	51 to 75 miles	13	18.8%	21.7%	8.5%
Grand Total	296	100.0	100.0%	100.0%	76 to 100 miles	4	5.8%	3.3%	6.8%
					Over 100 miles	3	4.3%	----	8.5%
					Grand Total	69	100.0%	100.0%	100.0%

* Education had the Post Graduate Degree choice added in the 2008 survey and therefore does not have a 2005 baseline.

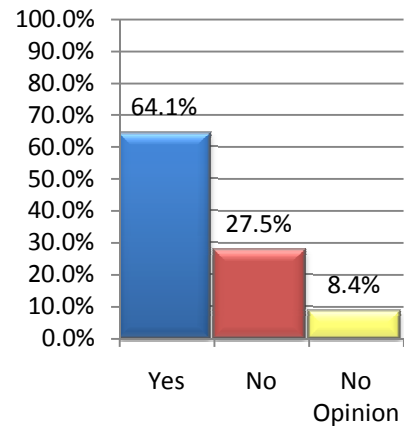
SMOKING BAN IN RESTAURANTS

Do you support a ban on smoking in restaurants in Farmington?

☐ Yes ☐ No ☐ No Opinion

Survey Responses

	<u>Mail</u> <u>Total</u>	<u>Mail</u> <u>Percent</u>	<u>Internet</u> <u>Total</u>	<u>Internet</u> <u>Percent</u>	<u>Combined</u> <u>Total</u>	<u>Combined</u> <u>Percent</u>
Yes	194	65.5%	60	60.0%	254	64.1%
No	78	26.4%	31	31.0%	109	27.5%
No Opinion	24	8.1%	9	9.0%	33	8.4%
Grand Total	296	100.0%	100	100.0%	396	100.0%



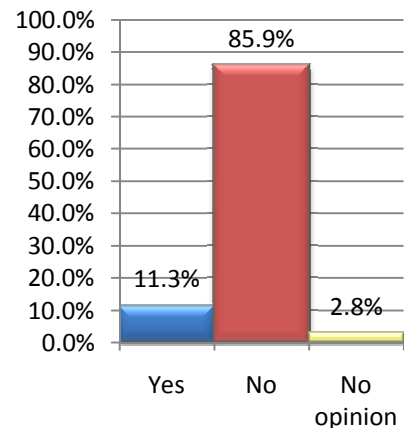
RESIDENT SERVICE PORTAL

Have you used the City's online Resident Service Portal?

☐ Yes ☐ No ☐ No Opinion

Survey Responses

	<u>Mail</u> <u>Total</u>	<u>Mail</u> <u>Percent</u>	<u>Internet</u> <u>Total</u>	<u>Internet</u> <u>Percent</u>	<u>Combined</u> <u>Total</u>	<u>Combined</u> <u>Percent</u>
Yes	17	5.9%	27	27.0%	44	11.3%
No	262	90.7%	72	72.0%	334	85.9%
No Opinion	10	3.5%	1	1.0%	11	2.8%
Grand Total	289	100.0%	100	100.0%	389	100.0%



USE OF CITY WEBSITE

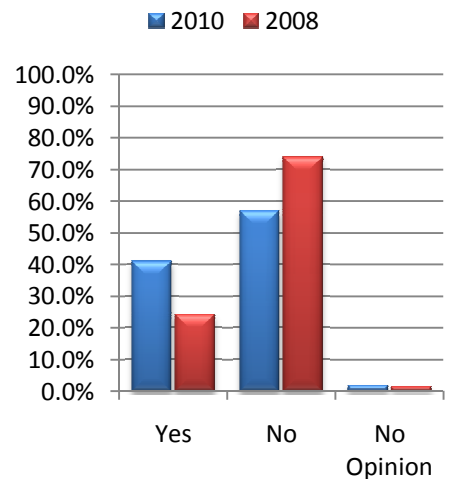
The City of Farmington has its own website (www.farmington-mo.gov). Do you ever use this website to get information about the City of Farmington?

☐ Yes ☐ No ☐ No Opinion

Survey Responses

	<u>2010</u> <u>Total</u>	<u>2010</u> <u>Percent</u>	<u>2008</u> <u>Total</u>	<u>2008</u> <u>Percent</u>
Yes	161	41.0%	61	24.4%
No	224	57.3%	185	74.0%
No Opinion	8	2.0%	4	1.6%
Grand Total	393	100.0%	250	100.0%

	<u>Mail</u> <u>Total</u>	<u>Mail</u> <u>Percent</u>	<u>Internet</u> <u>Total</u>	<u>Internet</u> <u>Percent</u>	<u>Combined</u> <u>Total</u>	<u>Combined</u> <u>Percent</u>
Yes	82	28.0%	79	79.0%	161	41.0%
No	203	69.3%	21	21.0%	224	57.0%
No Opinion	8	2.7%	0	0.0%	8	2.0%
Grand Total	293	100.0%	100	100.0%	393	100.0%



While overall it appears as though there may have been a significant increase in the number of respondents utilizing the city website, it is believed this is primarily due to the additional venue to obtain responses. A comparison of the survey responses received via the mail shows no significant increase.

UTILITY BILL PAYMENT SERVICES

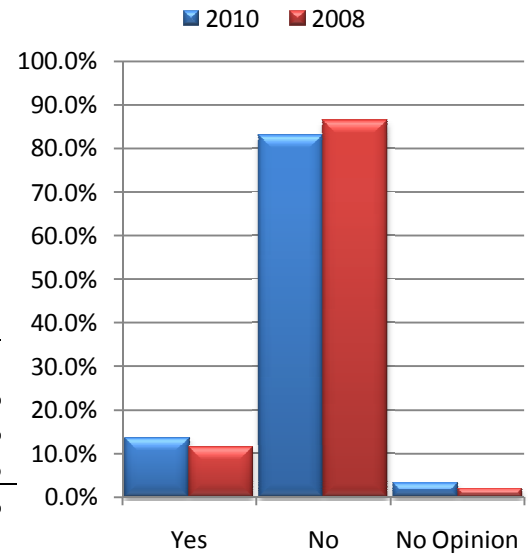
The City of Farmington currently offers an automatic bill payment service via an electronic funds transfer from your checking or savings account. Do you use this service?

☐ Yes ☐ No ☐ No Opinion

Survey Responses

	<u>2010</u> <u>Total</u>	<u>2010</u> <u>Percent</u>	<u>2008</u> <u>Total</u>	<u>2008</u> <u>Percent</u>
Yes	54	13.6%	29	11.5%
No	329	83.1%	218	86.5%
No Opinion	13	3.3%	5	2.0%
Grand Total	396	100.0%	252	100.0%

	<u>Mail</u> <u>Total</u>	<u>Mail</u> <u>Percent</u>	<u>Internet</u> <u>Total</u>	<u>Internet</u> <u>Percent</u>	<u>Combined</u> <u>Total</u>	<u>Combined</u> <u>Percent</u>
Yes	43	14.5%	11	11.0%	54	13.6%
No	246	83.1%	83	83.0%	329	83.1%
No Opinion	7	2.4%	6	6.0%	13	3.3%
Grand Total	296	100.0%	100	100.0%	396	100.0%



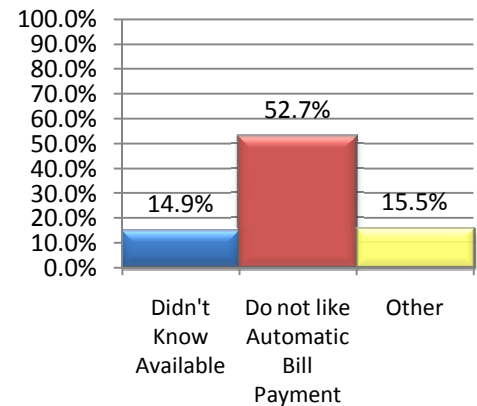
In relation to the above question, residents were asked the following:

If you do not use the automatic bill payment service, why not?

☐ Did not know available ☐ Do not like Automatic bill payment ☐ Other Reason _____

Survey Responses

	<u>Total</u>	<u>Percent</u>
Did Not Know it was Offered	44	14.9%
Don't Like Automatic Bill Pay	156	52.7%
Other: Reason Not Specified	46	15.5%
Grand Total	246	100.0%



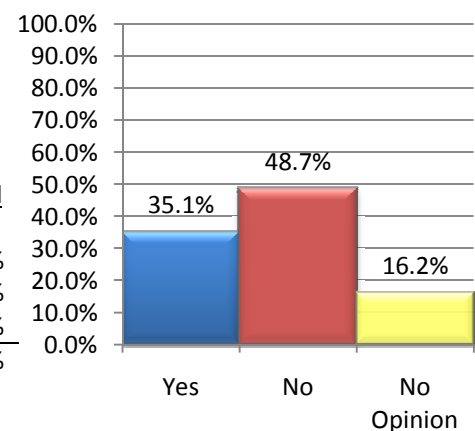
Residents were also asked the following:

Would you utilize credit card or debit card for utility bill payment

☐ Yes ☐ No ☐ No Opinion

Survey Responses

	<u>Mail</u> <u>Total</u>	<u>Mail</u> <u>Percent</u>	<u>Internet</u> <u>Total</u>	<u>Internet</u> <u>Percent</u>	<u>Combined</u> <u>Total</u>	<u>Combined</u> <u>Percent</u>
Yes	81	27.4%	58	58.0%	139	35.1%
No	160	54.0%	33	33.0%	193	48.7%
No Opinion	55	18.6%	9	9.0%	64	16.2%
Grand Total	296	100.0%	100	100.0%	396	100.0%



SERVICES PROVIDED

Respondents were asked to indicate their level of satisfaction with a variety of services provided by the City. Following are the responses received for each of the services for the years 2010, 2008, and 2005. Those items with less than a 50% combined excellent and good response, and those items with a higher than 10% poor response should be addressed in current planning.

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	98	33.5%	32.0%	27.9%
Good	141	48.3%	47.4%	52.8%
Fair	37	12.7%	13.0%	11.7%
Poor	5	1.7%	3.6%	5.1%
No Opinion	15	3.8%	4.0%	2.5%
Grand Total	296	100.0%	100.0%	100.0%

POLICE PROTECTION



In 2010, 81.8% of respondents reported a satisfaction level of good or excellent in relation to police protection in the City of Farmington. This number is not considered to be a significant change since 2008 and 2005 and can be a result of the variance due to the margin of error in the studies.

SCHOOL RESOURCE OFFICER PROGRAM

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	54	18.2%	16.0%	17.6%
Good	88	29.7%	34.8%	36.8%
Fair	24	8.1%	6.1%	9.3%
Poor	4	1.4%	2.5%	1.0%
No Opinion	126	42.6%	40.6%	35.2%
Grand Total	296	100.0%	100.0%	99.9%

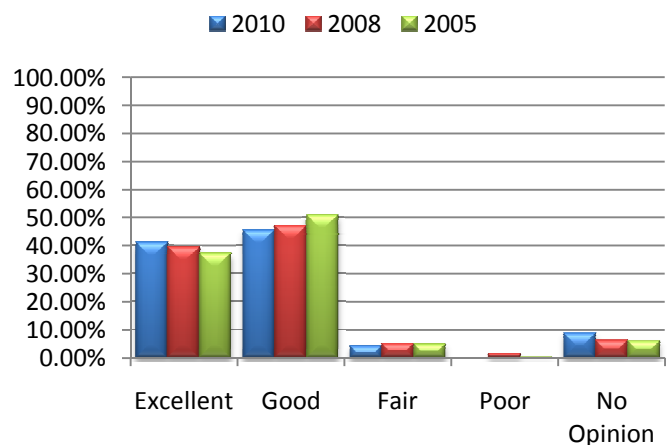


In 2010, 47.9% of respondents reported a satisfaction level of good or excellent in relation to the local School Resource Officer Program. Overall, a decreasing pattern of satisfaction has been seen since 2005. However, a significant decrease has not been seen in the ratio of those responding good or excellent in relation to those expressing an opinion. Therefore, this change is not considered significant but should continue to be monitored.

FIRE PROTECTION

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	122	41.2%	39.7%	37.3%
Good	135	45.6%	47.2%	51.0%
Fair	13	4.4%	5.2%	5.1%
Poor	0	0%	1.6%	0.5%
No Opinion	26	8.8%	6.3%	6.1%
Grand Total	296	100.0%	100.0%	100.0%



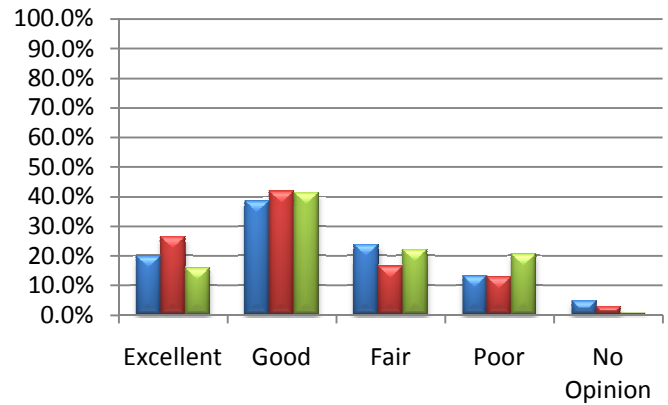
In 2010, 86.8% of respondents reported a fire protection satisfaction level of good or excellent. In 2008 and 2005, this number was 86.9% and 88.3% respectively. This change is not considered significant.

TAP WATER QUALITY

Survey Responses

■ 2010 Percent ■ 2008 Percent ■ 2005 Percent

		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	59	19.9%	26.4%	15.8%
Good	114	38.5%	41.6%	41.3%
Fair	70	23.6%	16.4%	21.9%
Poor	39	13.2%	12.8%	20.4%
No Opinion	14	4.7%	2.8%	0.5%
Grand Total	296	100.0%	100.0%	100.0%



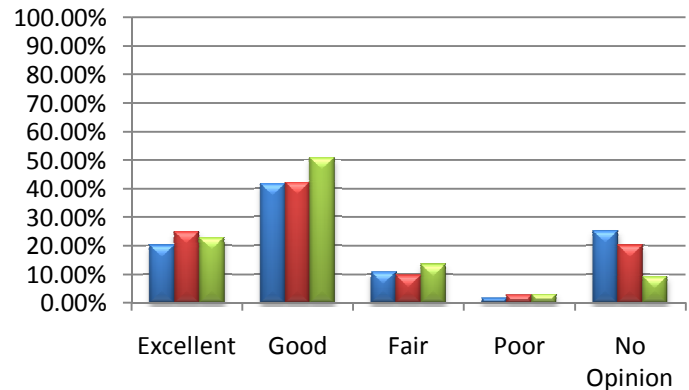
In 2010, 58.4% of respondents reported a tap water quality satisfaction level of good or excellent. In 2008 and 2005, this number was 68.0% and 57.1% respectively. There have been no significant changes in the tap water system during this time period. These fluctuations may be attributable to the timing of the distribution of water notices on radionuclide content. It was noted by some respondents that this question should differentiate whether it is referring to the quality of the taste of the water or the health quality of the water.

LIBRARY MATERIALS

Survey Responses

■ 2010 Percent ■ 2008 Percent ■ 2005 Percent

		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	60	20.3%	25.0%	22.9%
Good	124	41.9%	42.3%	51.0%
Fair	32	10.8%	9.7%	13.5%
Poor	5	1.7%	2.8%	3.1%
No Opinion	75	25.3%	20.2%	9.4%
Grand Total	296	100.0%	100.0%	100.0%



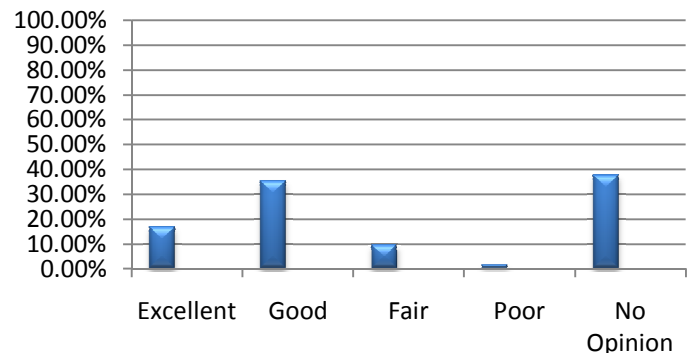
In 2010, 62.3% of respondents reported a satisfaction level of good or excellent in relation to materials available at the Public Library. This number was 67.3% and 73.9% in 2008 and 2005 respectively. While on the surface this decrease appears significant, the change in those responding excellent or good out of the total expressing an opinion each year is not a significant change. What is significant is the change in the level of respondents offering an opinion on the service. Library usage has increased during this same time period. Therefore, this is an area that should continue to be monitored.

LIBRARY PROGRAMS

Survey Responses

■ 2010 Percent ■ 2008 Percent ■ 2005 Percent

		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	49	16.55%	-	-
Good	104	35.14%	-	-
Fair	28	9.46%	-	-
Poor	4	1.35%	-	-
No Opinion	111	37.50%	-	-
Grand Total	296	100.0%	-	-

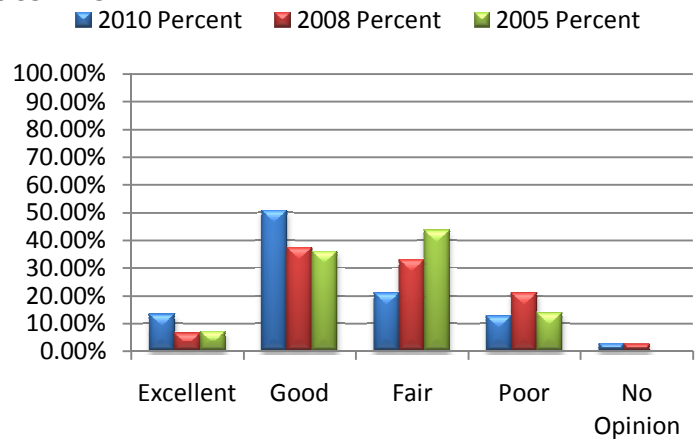


New to the survey in 2010 is a question related to the satisfaction level of the Library Programs available. In 2010, 51.7% of respondents expressed a level of excellent or good. This is significant in that only 62.5% respondent expressed an opinion. Therefore, of those expressing an opinion, 82.7% felt the programs are good or excellent.

TRAFFIC CONTROL

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	39	13.2%	12.3%	13.0%
Good	150	50.7%	44.0%	48.2%
Fair	62	20.9%	29.0%	24.3%
Poor	37	12.5%	11.5%	13.5%
No Opinion	8	2.7%	3.2%	1.0%
Grand Total	296	100.0%	100.0%	100.0%

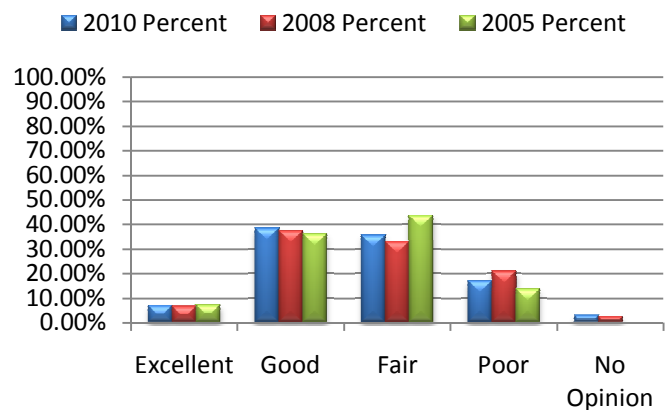


In 2010, 63.9% of respondents reported a satisfaction level of good or excellent in relation to traffic control in the City of Farmington. This number was 56.3% and 61.2% in 2008 and 2005 respectively. This is not considered a significant change and is attributed primarily to a variance that can be answered by the margin of error. However, traffic control is an area that should be reviewed based on a poor rating in excess of 10%.

STREET CONDITIONS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	20	6.7%	6.4%	7.1%
Good	113	38.2%	37.3%	35.9%
Fair	105	35.5%	32.9%	43.4%
Poor	50	16.9%	20.9%	13.6%
No Opinion	8	2.7%	2.4%	0.0%
Grand Total	296	100.0%	100.0%	100.0%

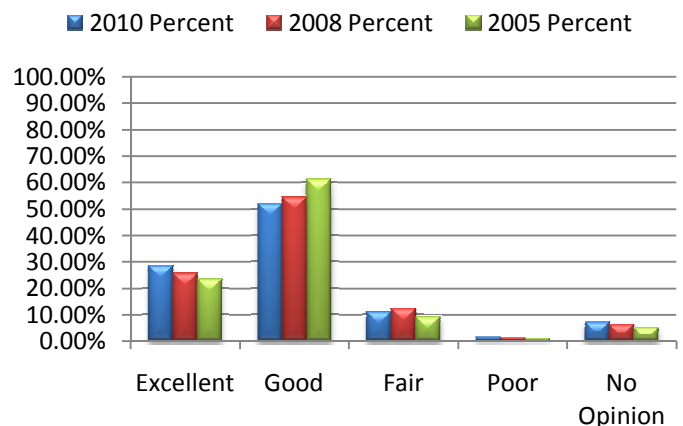


In 2010, 44.9% of respondents reported a satisfaction level of good or excellent in relation to the street conditions in town. In 2008 and 2005, this number was 43.7 and 43.0 respectively. This is not considered a significant change. However, it should be noted that with less than 50% of respondents reporting a good or excellent satisfaction and greater than 10% reporting poor, this is an area the City should address in short-term planning.

PARKS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	84	28.4%	25.7%	23.5%
Good	154	52.0%	54.5%	61.2%
Fair	33	11.2%	12.3%	9.2%
Poor	4	1.3%	1.2%	1.0%
No Opinion	21	7.1%	6.3%	5.1%
Grand Total	296	100.0%	100.0%	100.0%

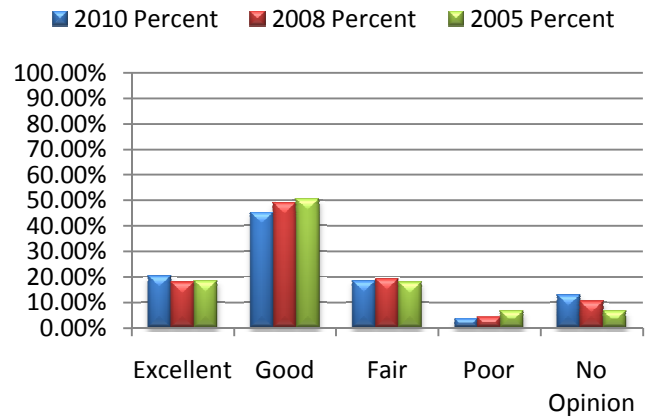


In 2010, 80.4% of respondents reported a satisfaction level of good or excellent in relation to the city parks. In 2008 and 2005, this number was 80.2% and 84.7% respectively. This is not considered a significant change.

RECREATION

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	60	20.3%	17.9%	18.4%
Good	134	45.3%	48.8%	50.5%
Fair	54	18.2%	19.1%	17.9%
Poor	10	3.4%	4.1%	6.6%
No Opinion	38	12.8%	10.2%	6.6%
Grand Total	296	100.0%	100.0%	100.0%

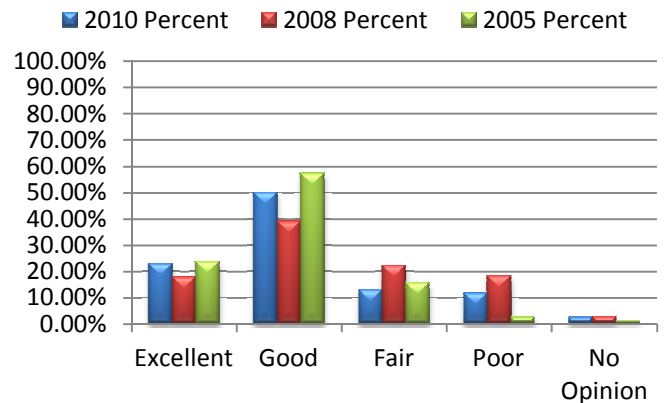


In 2010, 65.5% of respondents reported a satisfaction level of good or excellent in relation to the city recreation services. In 2008 and 2005, this number was 66.7% and 68.9% respectively. This is not considered a significant change.

ELECTRIC SERVICE

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	68	23.0%	17.9%	23.7%
Good	148	50.0%	38.9%	57.1%
Fair	38	12.8%	22.2%	15.7%
Poor	35	11.8%	18.3%	2.5%
No Opinion	7	2.4%	2.8%	1.0%
Grand Total	296	100.0%	100.0%	100.0%

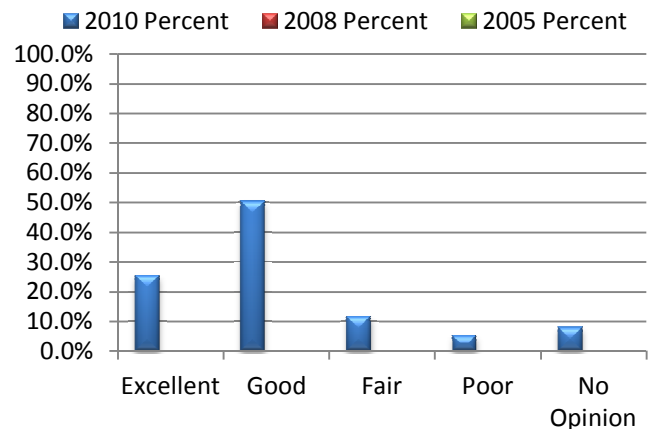


In 2010, 73.0% of respondents reported a satisfaction level of good or excellent with the electric service. In 2008, this number had dropped to 56.8% from 80.8% in 2005. Each year this number has experienced a significant change. Of more concern is the fact that there have been significant changes each year in the level of respondents reporting that the electric service is poor. The City should perform a more detailed study in this area to determine the reasons for these responses (i.e., service, outage frequencies, rates, etc.) and identify what, if anything, can be done to address each issue.

UTILITY BILLING OFFICE CUSTOMER SERVICE

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	75	25.3%	-	-
Good	149	50.3%	-	-
Fair	34	11.5%	-	-
Poor	15	5.1%	-	-
No Opinion	23	7.8%	-	-
Grand Total	296	100.0%	-	-



In 2010, a question related to the level of customer service provided by the utility billing office was added. Of those responding, 75.7% reported having a satisfaction level of good or better. This represents approximately 82% of those expressing an opinion.

SEWER & WASTE DISPOSAL

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	43	14.5%	12.6%	14.6%
Good	154	52.0%	45.1%	52.5%
Fair	43	14.5%	21.3%	20.7%
Poor	25	8.5%	11.5%	7.1%
No Opinion	31	10.5%	9.5%	5.1%
Grand Total	296	100.0%	100.0%	100.0%



In 2010, 66.5% of respondents reported a satisfaction level of good or excellent in regard to sewer and waste disposal. In 2008 and 2005, this number was 57.6% and 67.1% respectively. It was noted in the 2008 survey report that the drop in 2008 could have been accounted for by the margin of error, but the City should be mindful of the possibility of an arising dissatisfaction issue. Based on the 2010 percentages, it appears there is not an emerging issue.

SPENDING PRIORITIES FOR ONGOING SERVICES

Respondents were asked to indicate their priorities for ongoing services by indicating whether the City should spend more, spend the same, or spend less on each of the services. Following are the results of the services queried.

2010 Survey Responses (by percentages) plus Priority Rankings

	More	Same	Less	No Opinion	2010 Priority	2008 Priority	2005 Priority
Streets	44.3	44.6	1.7	9.4	1		
Economic Development	37.2	39.5	7.8	15.5	2	2	3
Programs for Youth	34.8	44.2	3.4	17.6	3	6	2
Programs for Elderly	31.8	45.9	3.4	18.9	4	5	4
City Wide Cleanup	29.1	54.7	4.4	11.8	5	4	5
Storm Sewer Maintenance	27.0	56.4	1.7	14.9	6	1	12
Police Protections	24.7	59.1	3.7	12.5	7	3	1
Downtown Improvements	24.7	52.7	12.8	9.8	8	9	7
Senior Center	21.3	58.4	3.4	16.9	9		
Library – Materials	19.6	56.7	3.4	20.3	10	10	6
Library - Children's Programs	19.6	52.4	4.7	3.3	11	12	9
Sanitary Sewer Maintenance	19.3	64.5	1.0	15.2	12	8	10
Recreation Programs	18.2	56.1	8.5	17.2	13	20	20
Parks	17.6	61.8	7.8	12.8	14	19	19
Housing Rehabilitation	17.6	50.3	10.8	21.3	15	11	11
Recreation Facilities	17.2	60.5	9.1	13.2	16	15	17
Animal Control	17.2	59.5	9.1	14.2	17	13	13
Library - Adult Programs	16.2	53.7	6.1	24.0	18	14	16
Fire Protection	15.2	62.8	6.4	15.6	19	7	8
Historic Preservation	12.2	55.4	17.9	14.5	20	17	15
Inspections (Building/ Code Enforcement)	11.8	51.4	16.2	20.6	21	18	14
Police School Program (SRO)	9.8	52.0	6.8	31.4	22	16	18

In 2010, Streets were added to the list of spending priorities for ongoing services for which respondents could indicate a spending level. It quickly jumped to the number one priority with 44.3% feeling that more money should be spent on streets.

Respondents have continued to rank spending more on Economic Development in the top three since the start of the survey. During this time the City has hired a full time Economic Development Director whose job it is to actively find and pursue potential industries and establishments for the area. Additionally, the City has passed a transient guest tax which is being utilized to market Farmington.

Other top ten spending priorities include programs for youth, programs for the elderly, city-wide clean-up, storm sewer maintenance, police protection, downtown improvement, the senior center, library materials, and children's programs at the library. All of these items have consistently ranked in the top ten since the start of the survey in 2005.

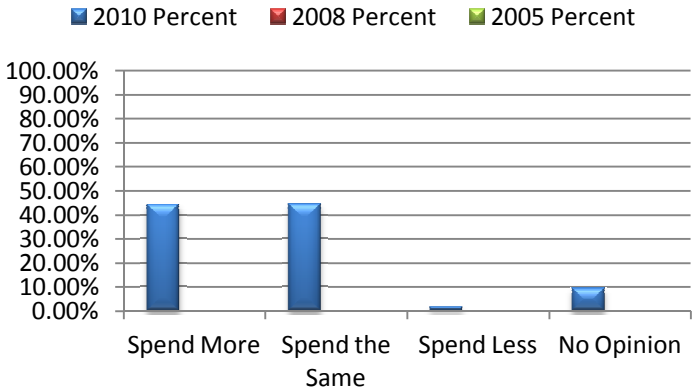
It is important to note the change in recreation programs and parks spending priorities. While these have in the past been at the bottom portion of the list, this year they have risen significantly. The City should be mindful of this increase in future planning.

The results of the spending priorities for each item are graphed on the following pages in order of 2010 spending responses.

STREETS

Survey Responses

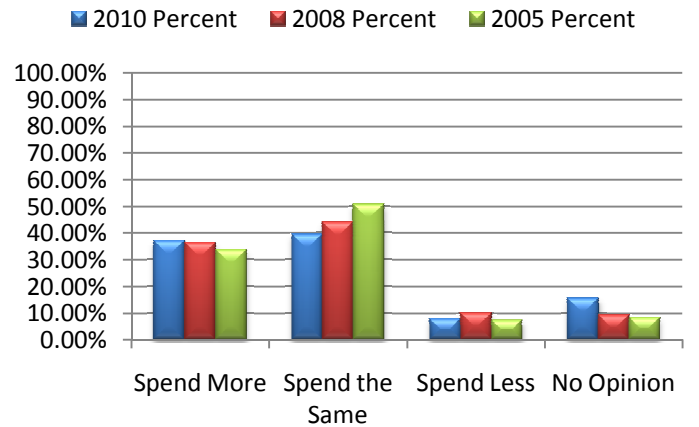
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	131	44.3%	-	-
Spend the Same	132	44.6%	-	-
Spend Less	5	1.7%	-	-
No Opinion	28	9.4%	-	-
Grand Total	296	100.0%	-	-



ECONOMIC DEVELOPMENT

Survey Responses

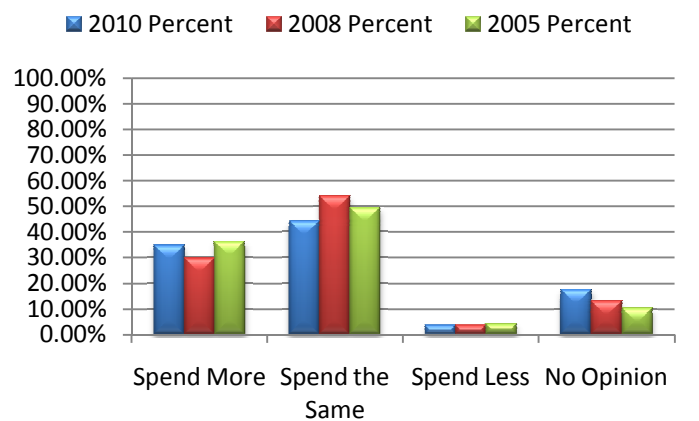
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	110	37.2%	36.4%	33.7%
Spend the Same	117	39.5%	44.1%	50.8%
Spend Less	23	7.8%	10.1%	7.3%
No Opinion	46	15.5%	9.3%	8.3%
Grand Total	296	100.0%	100.0%	100.0%



PROGRAMS FOR YOUTH

Survey Responses

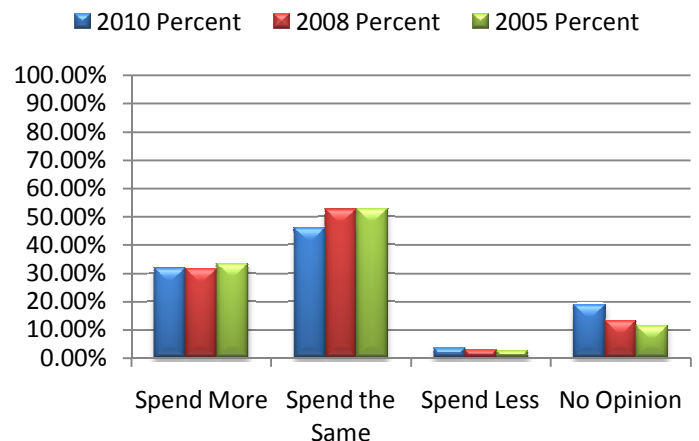
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	103	34.8%	29.6%	36.2%
Spend the Same	131	44.2%	53.8%	49.5%
Spend Less	10	3.4%	3.6%	4.1%
No Opinion	52	17.6%	13.0%	10.2%
Grand Total	296	100.0%	100.0%	100.0%



PROGRAMS FOR ELDERLY

Survey Responses

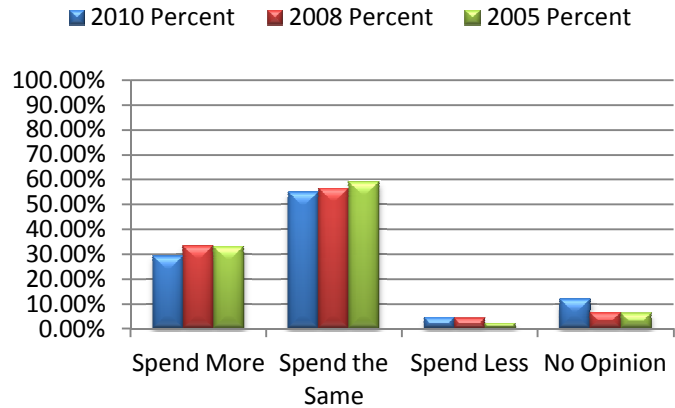
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	94	31.8%	31.5%	33.3%
Spend the Same	136	45.9%	52.6%	52.8%
Spend Less	10	3.4%	2.8%	2.6%
No Opinion	56	18.9%	13.1%	11.3%
Grand Total	296	100.0%	100.0%	100.0%



CITY WIDE CLEANUP

Survey Responses

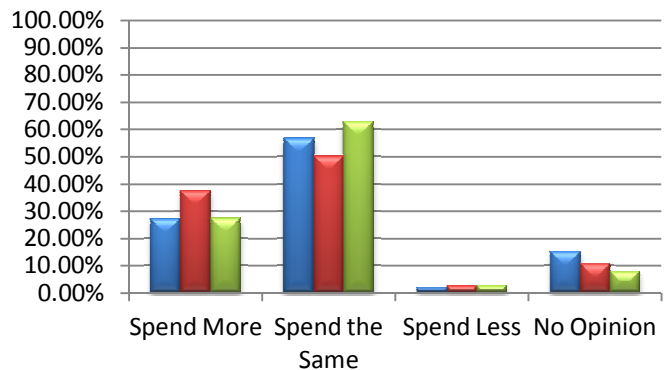
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	86	29.1%	33.2%	32.8%
Spend the Same	162	54.7%	56.4%	59.0%
Spend Less	13	4.4%	4.0%	2.1%
No Opinion	35	11.8%	6.4%	6.2%
Grand Total	296	100.0%	100.0%	100.0%



STORM SEWER MAINTENANCE

Survey Responses

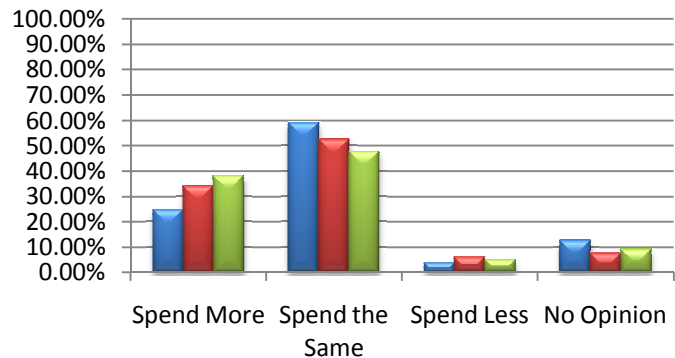
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	80	27.0%	37.2%	27.2%
Spend the Same	167	56.4%	50.0%	62.6%
Spend Less	5	1.7%	2.4%	2.6%
No Opinion	44	14.9%	10.4%	7.7%
Grand Total	296	100.0%	100.0%	100.0%



POLICE PROTECTION

Survey Responses

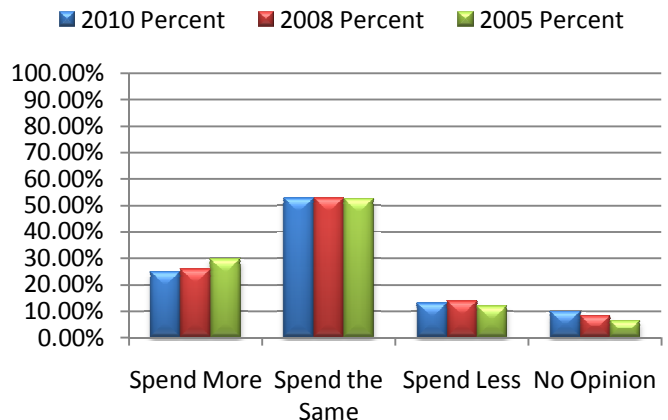
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	73	24.7%	34.1%	38.0%
Spend the Same	175	59.1%	52.4%	47.7%
Spend Less	11	3.7%	6.0%	5.1%
No Opinion	37	12.5%	7.5%	9.2%
Grand Total	296	100.0%	100.0%	100.0%



DOWNTOWN IMPROVEMENTS

Survey Responses

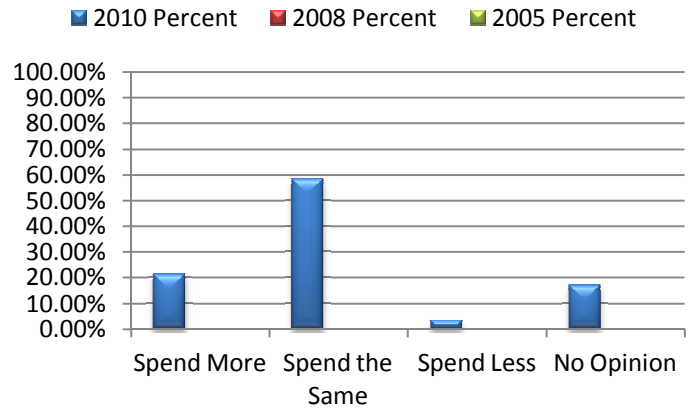
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	73	24.7%	25.7%	29.7%
Spend the Same	156	52.7%	52.6%	52.3%
Spend Less	38	12.8%	13.7%	11.8%
No Opinion	29	9.8%	8.0%	6.2%
Grand Total	296	100.0%	100.0%	100.0%



SENIOR CENTER

Survey Responses

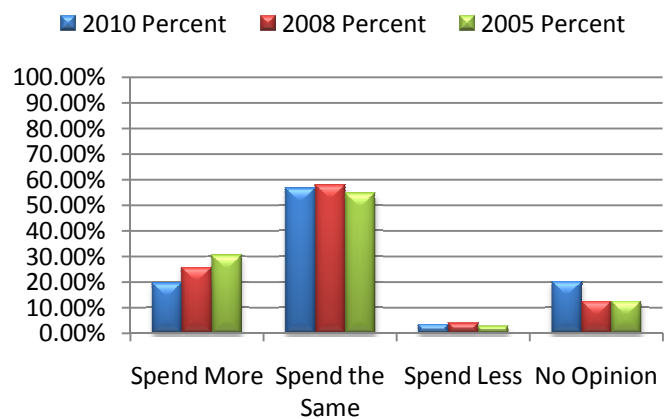
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	63	21.3%	-	-
Spend the Same	173	58.4%	-	-
Spend Less	10	3.4%	-	-
No Opinion	50	16.9%	-	-
Grand Total	296	100.0%	-	-



LIBRARY MATERIALS

Survey Responses

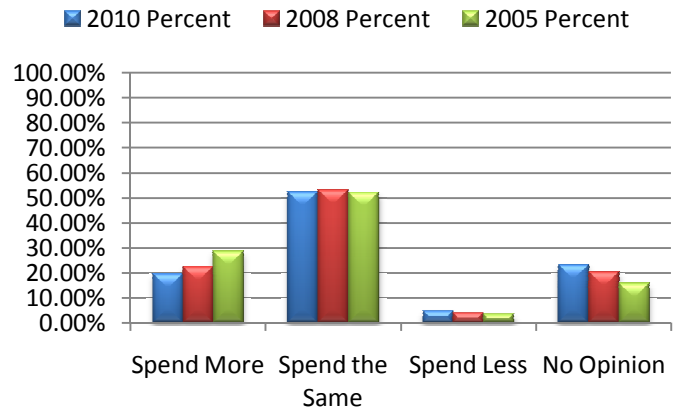
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	58	19.6%	25.6%	30.4%
Spend the Same	168	56.7%	58.0%	54.6%
Spend Less	10	3.4%	4.0%	2.6%
No Opinion	60	20.3%	12.4%	12.4%
Grand Total	296	100.0%	100.0%	100.0%



LIBRARY - CHILDREN'S PROGRAMS

Survey Responses

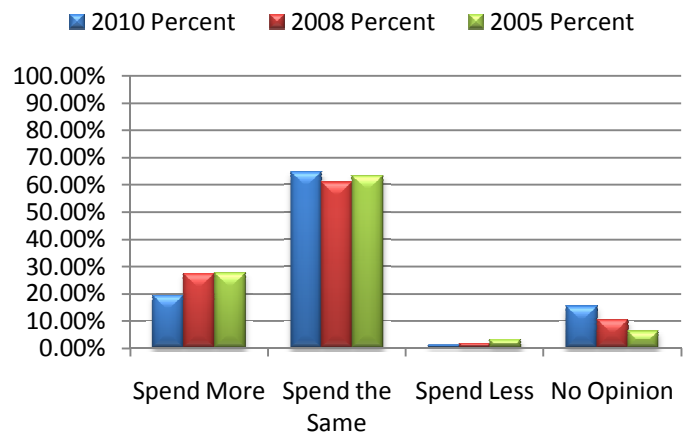
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	58	19.6%	22.5%	28.6%
Spend the Same	155	52.4%	53.0%	52.0%
Spend Less	14	4.7%	4.0%	3.6%
No Opinion	69	23.3%	20.5%	15.8%
Grand Total	296	100.0%	100.0%	100.0%



SANITARY SEWER MAINTENANCE

Survey Responses

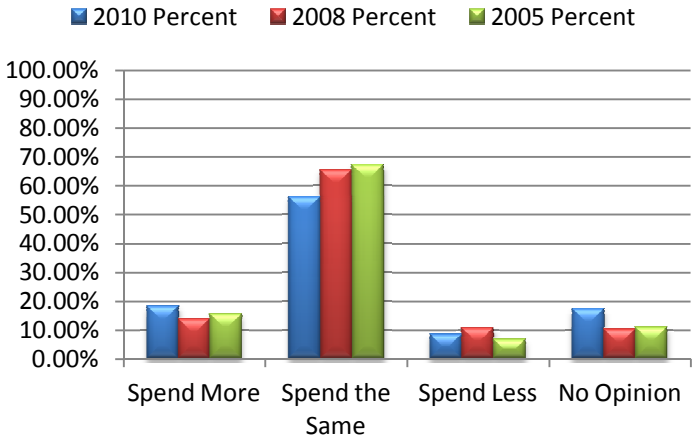
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	57	19.3%	27.2%	27.5%
Spend the Same	191	64.5%	60.8%	63.2%
Spend Less	3	1.0%	1.6%	3.1%
No Opinion	45	15.2%	10.4%	6.2%
Grand Total	296	100.0%	100.0%	100.0%



RECREATION PROGRAMS

Survey Responses

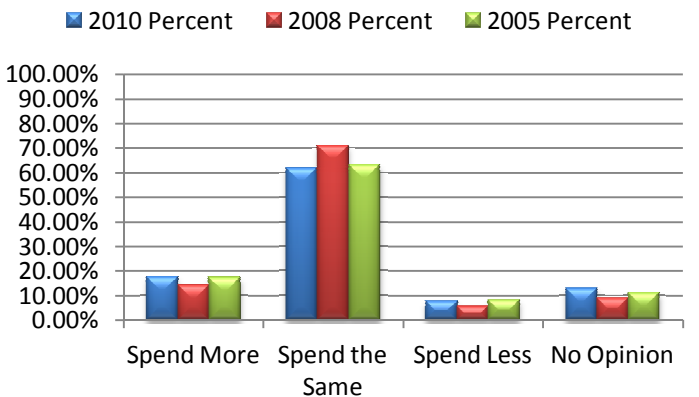
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	54	18.2%	13.8%	15.4%
Spend the Same	166	56.1%	65.4%	67.2%
Spend Less	25	8.5%	10.6%	6.7%
No Opinion	51	17.2%	10.2%	10.8%
Grand Total	296	100.0%	100.0%	100.0%



PARKS

Survey Responses

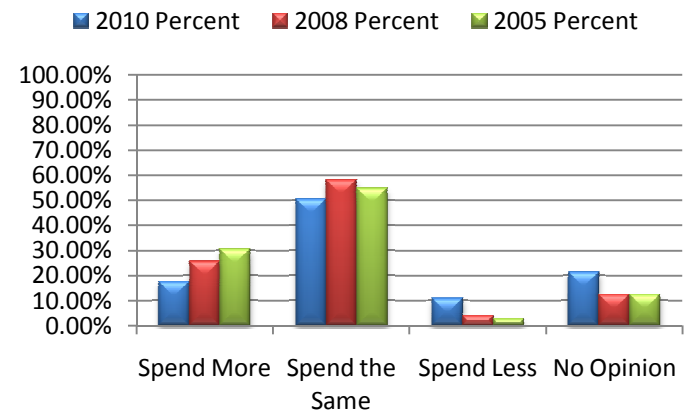
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	52	17.6%	14.3%	17.3%
Spend the Same	183	61.8%	71.0%	63.3%
Spend Less	23	7.8%	5.7%	8.2%
No Opinion	38	12.8%	9.0%	11.2%
Grand Total	296	100.0%	100.0%	100.0%



HOUSING REHABILITATION

Survey Responses

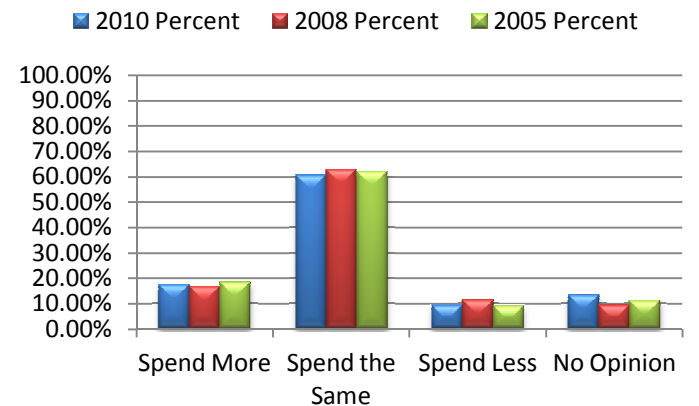
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	52	17.6%	25.6%	30.4%
Spend the Same	149	50.3%	58.0%	54.6%
Spend Less	32	10.8%	4.0%	2.6%
No Opinion	63	21.3%	12.4%	12.4%
Grand Total	296	100.0%	100.0%	100.0%



RECREATION FACILITIES

Survey Responses

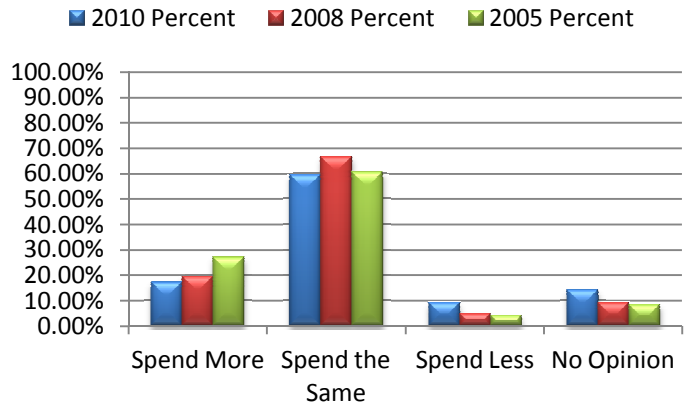
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	51	17.2%	16.6%	18.2%
Spend the Same	179	60.5%	62.8%	62.0%
Spend Less	27	9.1%	11.3%	8.9%
No Opinion	39	13.2%	9.3%	10.9%
Grand Total	296	100.0%	100.0%	100.0%



ANIMAL CONTROL

Survey Responses

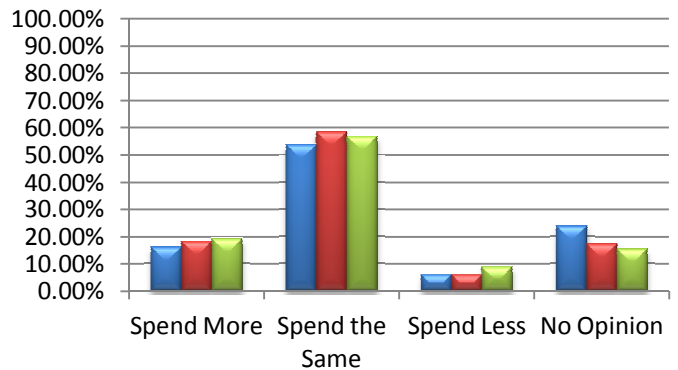
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	51	17.2%	19.5%	26.9%
Spend the Same	176	59.5%	66.5%	60.6%
Spend Less	27	9.1%	4.8%	4.1%
No Opinion	42	14.2%	9.2%	8.3%
Grand Total	296	100.0%	100.0%	100.0%



LIBRARY - ADULT PROGRAMS

Survey Responses

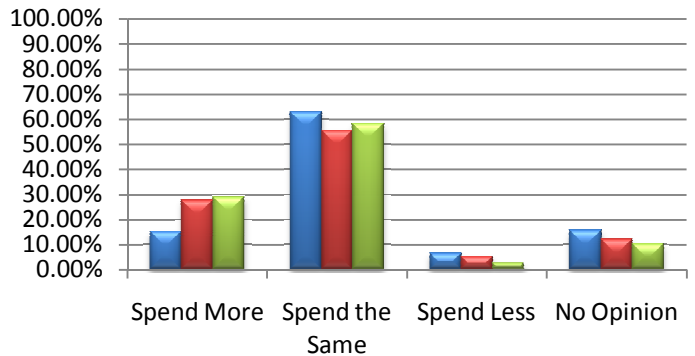
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	48	16.2%	18.2%	19.1%
Spend the Same	159	53.7%	58.3%	56.7%
Spend Less	18	6.1%	6.1%	8.8%
No Opinion	71	24.0%	17.4%	15.5%
Grand Total	296	100.0%	100.0%	100.0%



FIRE PROTECTION

Survey Responses

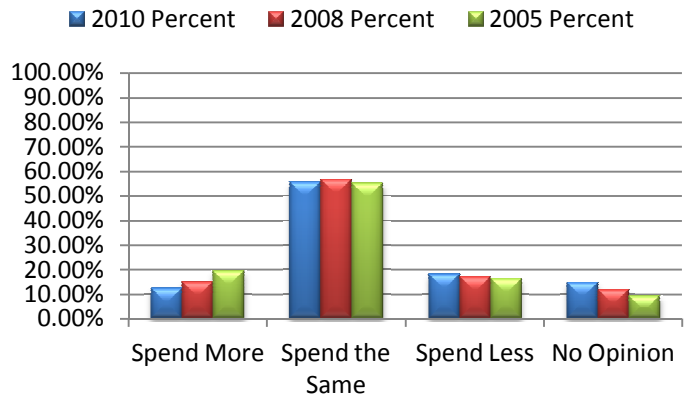
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	45	15.2%	27.5%	28.9%
Spend the Same	186	62.8%	55.4%	58.2%
Spend Less	19	6.4%	5.2%	2.6%
No Opinion	46	15.6%	12.0%	10.3%
Grand Total	296	100.0%	100.0%	100.0%



HISTORIC PRESERVATION

Survey Responses

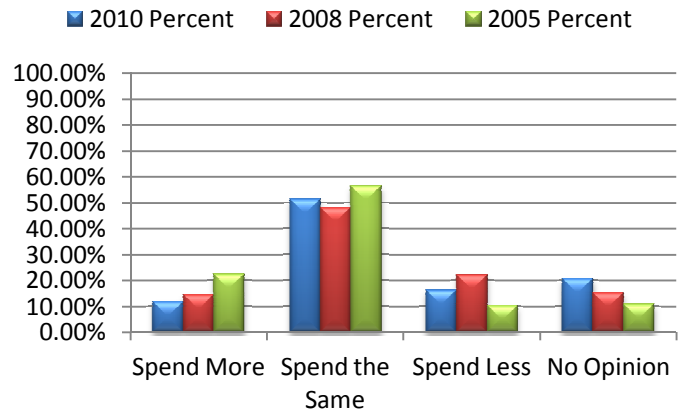
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	36	12.2%	14.9%	19.4%
Spend the Same	164	55.4%	56.5%	55.1%
Spend Less	53	17.9%	16.9%	16.3%
No Opinion	43	14.5%	11.7%	9.2%
Grand Total	296	100.0%	100.0%	100.0%



INSPECTIONS (BUILDING/ CODE ENFORCEMENT)

Survey Responses

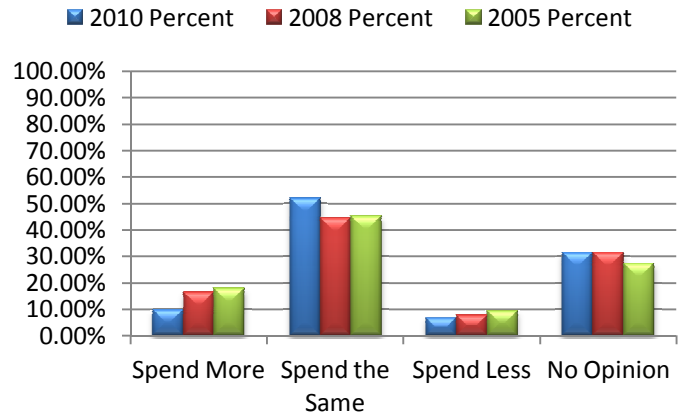
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	35	11.8%	14.5%	22.3%
Spend the Same	152	51.4%	48.2%	56.5%
Spend Less	48	16.2%	22.1%	10.4%
No Opinion	61	20.6%	15.3%	10.9%
Grand Total	296	100.0%	100.0%	100.0%



POLICE SCHOOL PROGRAM (SRO)

Survey Responses

		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	29	9.8%	16.5%	17.9%
Spend the Same	154	52.0%	44.4%	45.3%
Spend Less	20	6.8%	7.8%	9.5%
No Opinion	93	31.4%	31.3%	27.4%
Grand Total	296	100.0%	100.0%	100.0%



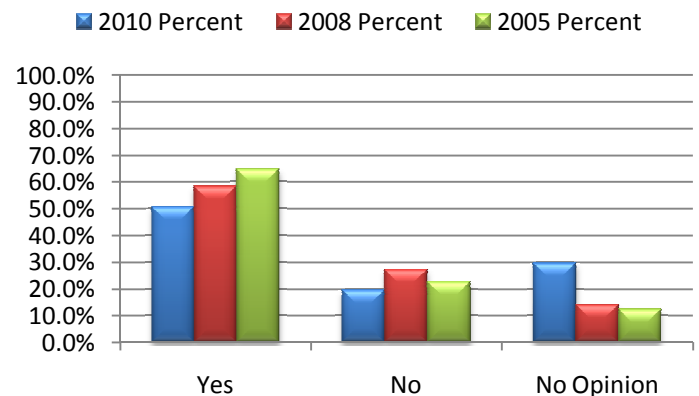
TAXES RELATED TO CITY SERVICES

Do you believe as a taxpayer that you receive a good return in City services for your tax dollar?

☐ Yes ☐ No ☐ No Opinion

Survey Responses

		2010	2008	2005
	Total	Percent	Percent	Percent
Yes	150	50.7%	58.4%	64.8%
No	58	19.6%	27.3%	22.8%
No Opinion	88	29.7%	14.3%	12.4%
Grand Total	296	100.0%	100.00%	100.00%



The responses to this question show a drop in satisfied residents of 7.7%. This is on top of a drop in 2008 of 6.4%. However, there has been an increase in those offering no opinion both years. Therefore, it is important to look at the percentage in relation to only those expressing an opinion. When reviewing the data in these terms, it is found there has been no significant change and can be attributed to the margin of error. (2010 – 72% Yes, 28% No; 2008 – 68% Yes, 32% No; 2005 – 73% Yes, 27% No)

TRANSPORTATION

A list of issues related to transportation was provided. The respondents were asked to indicate their opinion of the existing situation by selecting excellent, good, fair, poor, or no opinion. Following are the results. Those items which have less than a 50% combined excellent/good response and items with a higher than 10% poor response should be address in current planning.

Survey Responses (by percentages)

	Year	Excellent	Good	Fair	Poor	No Opinion
Condition of Major Streets	2010	9.1	60.8	19.9	6.8	3.4
	2008	9.5	55.7	25.7	7.1	2.0
	2005	7.4	58.2	24.9	7.0	2.5
Condition of Residential Streets	2010	3.7	39.5	38.9	14.2	3.7
	2008	4.8	39.7	40.5	13.1	2.0
	2005	3.5	34.8	48.3	11.4	2.0
Condition of Streets in Your Neighborhood	2010	11.8	45.3	28.4	11.8	2.7
	2008	10.6	42.5	28.7	16.5	1.6
	2005	10.4	41.8	27.9	18.4	1.5
Street Surface Cleaning in Your Neighborhood	2010	14.2	47.0	20.3	11.8	6.8
	2008	13.1	46.0	25.0	12.3	3.6
	2005	7.6	43.6	26.2	20.3	2.3
Street Surface Cleaning in Business Area	2010	11.5	57.1	15.5	4.1	11.8
	2008	12.4	59.0	17.1	3.6	8.0
	2005	10.4	61.7	14.9	4.0	9.0
Snow Removal in Your Neighborhood	2010	12.2	42.6	25.3	15.9	4.1
	2008	13.0	40.2	26.8	18.5	1.6
	2005	6.5	50.2	25.9	8.9	8.5
Snow and Ice Removal on Major Streets	2010	18.9	55.4	16.6	5.7	3.4
	2008	21.3	52.4	20.9	3.5	2.0
	2005	12.4	60.7	14.9	4.5	7.5
Sidewalk Maintenance	2010	7.1	36.5	23.3	19.3	13.9
	2008	5.6	29.9	30.7	20.3	13.5
	2005	4.0	39.8	28.4	15.9	11.9
Sidewalk Ramps for Handicapped.....	2010	8.4	34.5	21.6	15.5	19.9
	2008	7.2	33.6	23.6	14.8	20.8
	2005	6.0	39.3	25.9	12.9	15.9

One of the categories above, sidewalk maintenance, showed what would be considered a significant change from prior studies. In 2008, the percentage of respondents that felt the city sidewalk maintenance was good or excellent had dropped 8.3%. Since that time the City has worked to improve the sidewalks around town. It is believed that the increase in the percentage of respondents who believe sidewalk maintenance is either good or excellent is a result of these efforts.

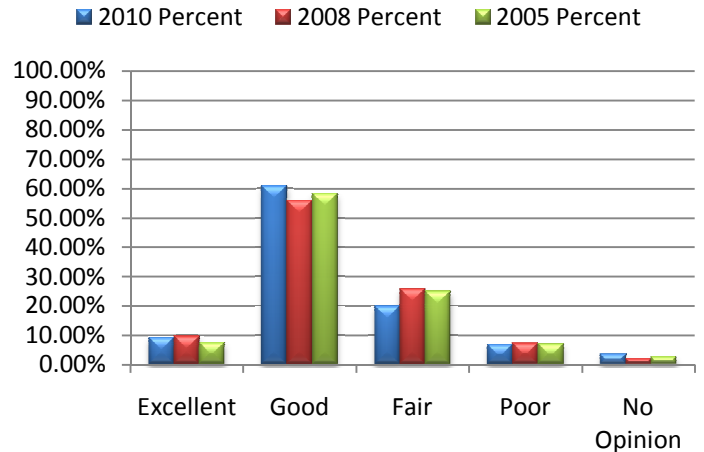
Although there was not a significant change for the condition of residential streets and sidewalk ramps for the handicapped, these areas have a higher percentage of poor responses and should be evaluated. Additionally, based on the percentage of responses indicating that they believed sidewalk maintenance was poor, continued efforts need to be made in this area.

Other areas in which a review of the current needs to be performed and possible areas for improvement identified are street cleaning and snow removal.

CONDITIONS OF MAJOR STREETS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	27	9.1%	9.5%	7.4%
Good	180	60.8%	55.7%	58.2%
Fair	59	19.9%	25.7%	24.9%
Poor	20	6.8%	7.1%	7.0%
No Opinion	10	3.4%	2.0%	2.5%
Grand Total	296	100.0%	100.0%	100.0%



In 2010, 69.9% of respondents reported a satisfaction level of good or excellent with the condition of major streets. In 2008 and 2005, this number was 65.2% and 65.6% respectively. This change is not considered significant and may be directly related to the margin of error.

CONDITION OF ALL RESIDENTIAL STREETS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	11	3.7%	4.8%	3.5%
Good	117	39.5%	39.7%	34.8%
Fair	115	38.9%	40.5%	48.3%
Poor	42	14.2%	13.1%	11.4%
No Opinion	11	3.7%	2.0%	2.0%
Grand Total	296	100.0%	100.0%	100.0%



In 2010, 43.2% of respondents reported a satisfaction level of good or excellent with the condition of streets in the residential areas of town. In 2008 and 2005, this number was 44.5% and 38.3% respectively. With a good and excellent response rating of less than 50% and a poor response rate above 10%, this is an area the City needs to address.

CONDITIONS OF STREETS IN RESPONDENT'S NEIGHBORHOOD

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	35	11.8%	10.6%	10.4%
Good	134	45.3%	42.5%	41.8%
Fair	84	28.4%	28.7%	27.9%
Poor	35	11.8%	16.5%	18.4%
No Opinion	8	2.7%	1.6%	1.5%
Grand Total	296	100.0%	100.0%	100.0%

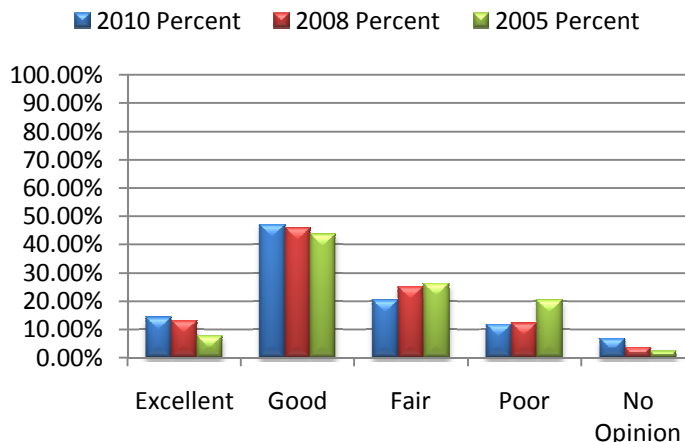


In 2010, 57.1% of respondents reported a satisfaction level of good or excellent with the condition of streets in their neighborhood. In 2008 and 2005, this number was 53.1% and 52.2% respectively. There is not significant change. However, the poor response rating above 10% should be addressed.

STREET SURFACE CLEANING IN RESPONDENT'S NEIGHBORHOOD

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	42	14.2%	13.1%	7.6%
Good	139	47.0%	46.0%	43.6%
Fair	60	20.3%	25.0%	26.2%
Poor	35	11.8%	12.3%	20.3%
No Opinion	20	6.8%	3.6%	2.3%
Grand Total	296	100.0%	100.0%	100.0%

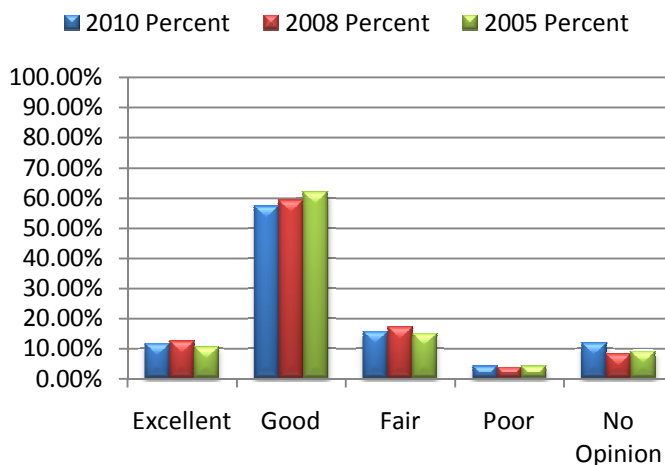


In 2005, 61.2% of respondents reported a satisfaction level of good or excellent with the street cleaning in their neighborhood. In 2008 and 2005, this number was 59.1% and 51.2% respectively. A significant increase was realized in 2008 and has continued to 2010.

STREET SURFACE CLEANING IN BUSINESS AREAS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	34	11.5%	12.4%	10.4%
Good	169	57.1%	59.0%	61.7%
Fair	46	15.5%	17.1%	14.9%
Poor	12	4.1%	3.6%	4.0%
No Opinion	35	11.8%	8.0%	9.0%
Grand Total	296	100.0%	100.0%	100.0%

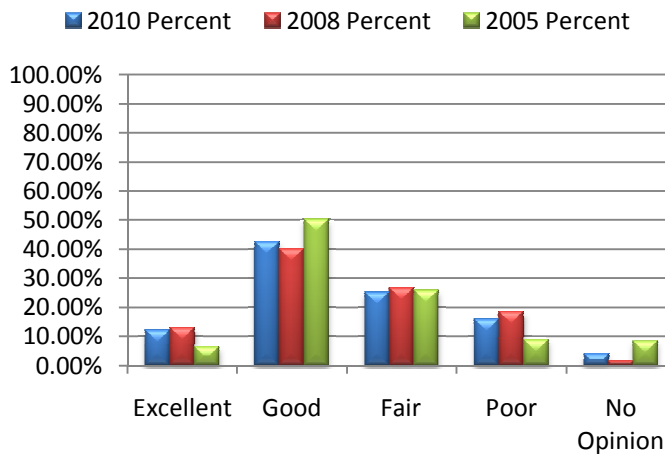


In 2010, 68.6% of respondents reported a satisfaction level of good or excellent with the street cleaning in the business areas of town. In 2008 and 2005, this number was 71.4% and 72.1% respectively.

SNOW REMOVAL IN RESPONDENT'S NEIGHBORHOOD

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	36	12.2%	13.0%	6.5%
Good	126	42.6%	40.2%	50.2%
Fair	75	25.3%	26.8%	25.9%
Poor	47	15.9%	18.5%	8.9%
No Opinion	12	4.1%	1.6%	8.5%
Grand Total	296	100.0%	100.0%	100.0%

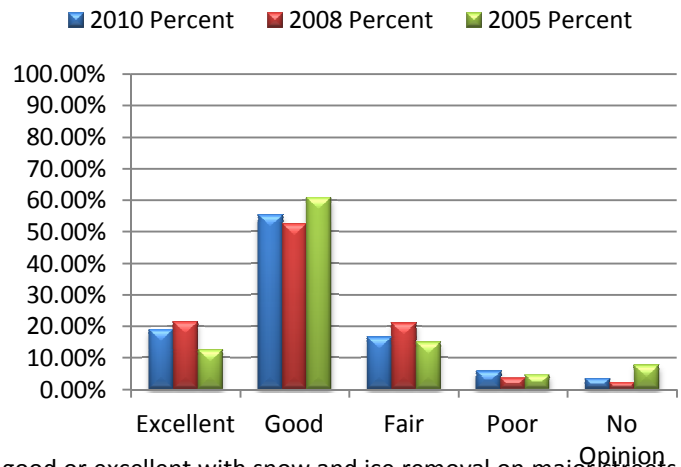


In 2010, 54.8% of respondents reported a satisfaction level of good or excellent with snow removal efforts in their neighborhood. In 2008 and 2005, this number was 53.2% and 56.7% respectively.

SNOW AND ICE REMOVAL ON MAJOR STREETS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	56	18.9%	21.3%	12.4%
Good	164	55.4%	52.4%	60.7%
Fair	49	16.6%	20.9%	14.9%
Poor	17	5.7%	3.5%	4.5%
No Opinion	10	3.4%	2.0%	7.5%
Grand Total	296	100.0%	100.0%	100.0%

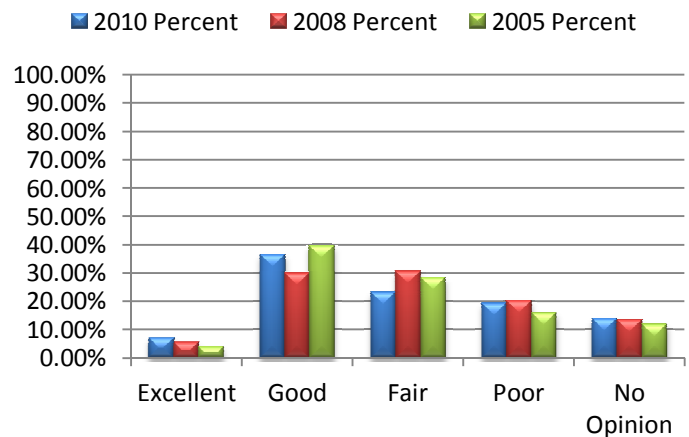


In 2010, 74.3% of respondents reported a satisfaction level of good or excellent with snow and ice removal on major streets. In 2008 and 2005, this number was 73.7% and 73.1% respectively.

SIDEWALK MAINTENANCE

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	21	7.1%	5.6%	4.0%
Good	108	36.5%	29.9%	39.8%
Fair	69	23.3%	30.7%	28.4%
Poor	57	19.3%	20.3%	15.9%
No Opinion	41	13.9%	13.5%	11.9%
Grand Total	296	100.0%	100.0%	100.0%

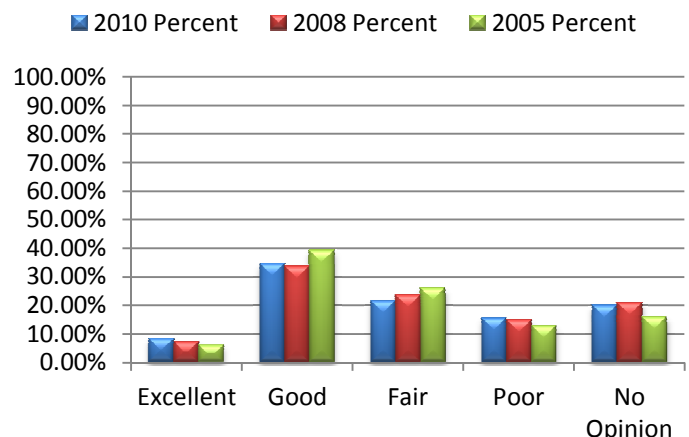


In 2010, 43.6% of respondents reported a satisfaction level of good or excellent with the maintenance of sidewalks. In 2008 and 2005, this number was 35.5% and 43.8% respectively. The 2008 number showed a significant decline in the satisfaction level. This was reversed in 2010, however the percentage of respondents with a satisfaction level of good or excellent is still below 50%. Therefore, further steps should be taken to address this issue.

SIDEWALK RAMPS FOR HANDICAPPED

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	25	8.4%	7.2%	6.0%
Good	102	34.5%	33.6%	39.3%
Fair	64	21.6%	23.6%	25.9%
Poor	46	15.5%	14.8%	12.9%
No Opinion	59	19.9%	20.8%	15.9%
Grand Total	296	100.0%	100.0%	100.0%



In 2010, 42.9% of respondents reported a satisfaction level of good or excellent with the sidewalk ramps for the handicapped. In 2008 and 2005, this number changed to 40.8% and 45.3% respectively. While this is less than 50% and should be addressed, more information is needed to determine the cause of this. For example, is it the number of ramps, the style of the ramps, or some other issue.

RECREATION

Respondents were asked to indicate whether the City of Farmington should spend more, spend the same, or spend less on a variety of services related to recreation. Following are the results for each of the services queried. Items in which greater than 15% of respondents have indicated the City should spend more should be targeted for discussion in current planning. Those areas in order of the respondent percentages are senior citizen programs, youth recreation programs, Civic Center concerts and events, bike trails, playgrounds, and picnic tables and shelters.

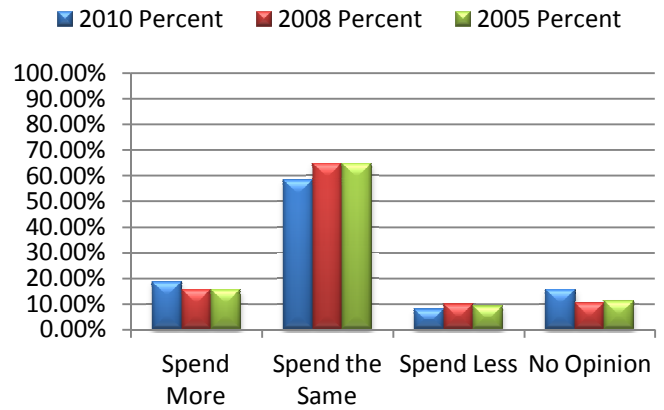
Survey Responses (by percentages)

	<u>Year</u>	<u>Spend More</u>	<u>Spend the Same</u>	<u>Spend Less</u>	<u>No Opinion</u>
Parks – Playgrounds	2010	18.6	58.1	7.8	15.5
	2008	15.4	64.6	9.8	10.2
	2005	15.4	64.7	9.0	10.9
Parks – Picnic Tables & Shelters	2010	17.2	59.8	8.1	14.9
	2008	20.0	60.0	8.6	11.4
	2005	13.9	65.7	8.5	11.9
Parks – Bike Trails	2010	18.6	53.4	9.1	18.9
	2008	17.6	52.9	17.2	12.3
	2005	12.5	57.7	15.4	14.4
Parks – Ball Fields	2010	10.8	62.8	8.8	17.6
	2008	10.2	66.1	13.1	10.6
	2005	12.0	60.7	14.4	12.9
Parks – Soccer Fields	2008	6.4	63.9	10.5	19.3
	2008	8.2	63.1	16.0	12.7
	2005	6.0	62.2	18.4	13.4
Parks – Youth Recreation Programs	2010	19.9	55.4	6.1	18.6
	2008	21.6	56.7	9.0	12.7
	2005	21.4	62.5	6.8	9.4
Civic Center – Recreation	2010	12.5	58.8	9.8	18.9
	2008	11.4	62.4	15.9	10.2
	2005	12.3	56.9	21.5	9.2
Civic Center – Programs	2010	12.8	59.1	10.1	17.9
	2008	15.0	59.3	15.0	10.6
	2005	n/a.....	n/a	n/a	n/a
Civic Center – Concerts & Events	2010	19.6	50.3	10.8	19.3
	2008	23.3	50.2	16.3	10.2
	2005	n/a.....	n/a	n/a	n/a
Civic Center – Aquatics	2010	12.9	74.7	12.4	27.0
	2008	11.1	60.5	16.5	11.9
	2005	n/a.....	n/a	n/a	n/a
Civic Center – Fitness Area	2010	14.5	54.4	9.8	21.3
	2008	16.3	57.3	15.0	11.4
	2005	n/a.....	n/a	n/a	n/a
Water Park	2010	10.5	58.1	13.2	18.2
	2008	8.2	59.4	20.1	12.3
	2005	7.2	58.4	24.1	10.3
Centene Center	2010	7.4	58.4	13.5	20.6
	2008	6.5	59.6	18.8	15.1
	2005	6.7	59.3	23.7	10.3
Senior Citizen Programs	2010	23.3	49.7	5.1	22.0
	2008	33.2	49.0	8.1	9.7
	2005	33.8	47.7	6.7	11.8

PARKS – PLAYGROUND EQUIPMENT

Survey Responses

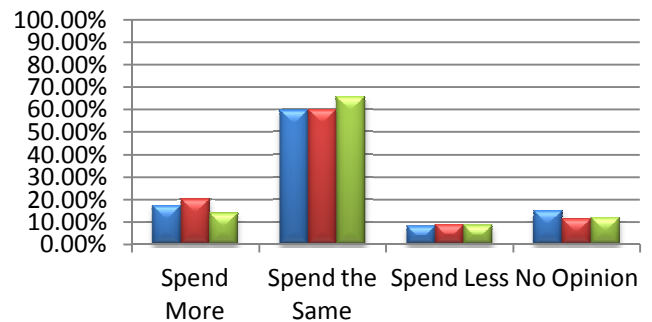
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	55	18.6%	15.4%	15.4%
Spend the Same	172	58.1%	64.6%	64.7%
Spend Less	23	7.8%	9.8%	9.0%
No Opinion	46	15.5%	10.2%	10.9%
Grand Total	296	100.0%	100.0%	100.0%



PARKS – PICNIC TABLES & SHELTERS

Survey Responses

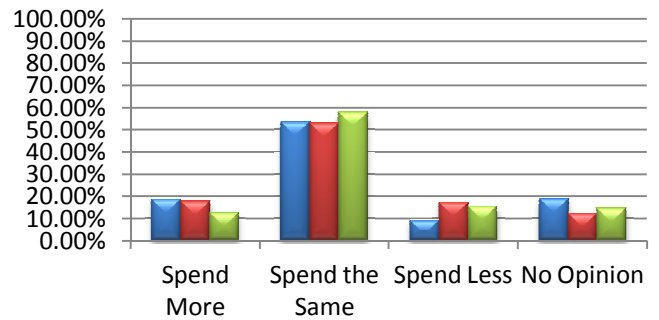
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	51	17.2%	20.0%	13.9%
Spend the Same	177	59.8%	60.0%	65.7%
Spend Less	24	8.1%	8.6%	8.5%
No Opinion	44	14.9%	11.4%	11.9%
Grand Total	296	100.0%	100.0%	100.0%



PARKS – BIKE TRAILS

Survey Responses

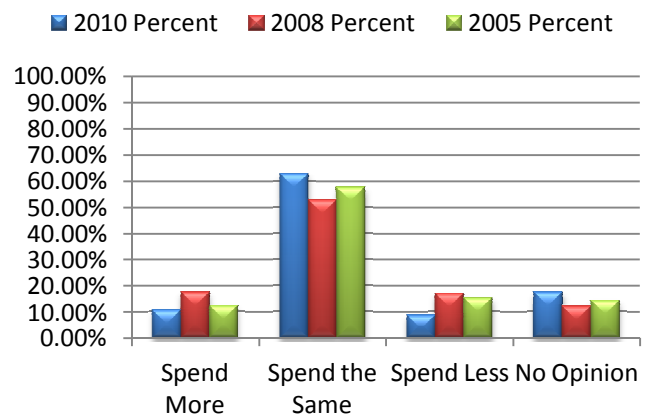
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	55	18.6%	17.6%	12.5%
Spend the Same	158	53.4%	52.9%	57.7%
Spend Less	27	9.1%	17.2%	15.4%
No Opinion	56	18.9%	12.3%	14.4%
Grand Total	296	100.0%	100.0%	100.0%



PARKS – BALL FIELDS

Survey Responses

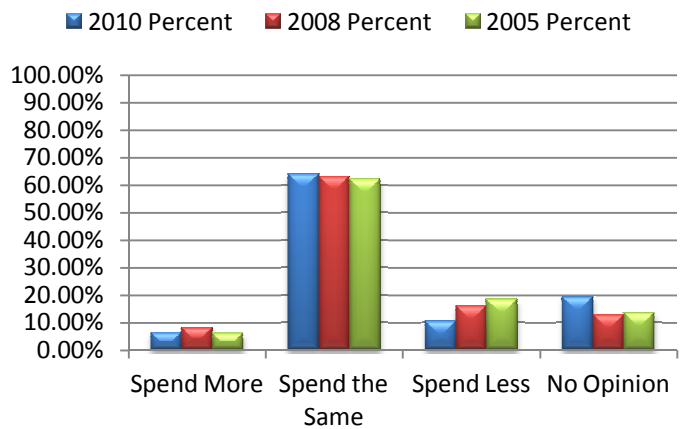
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	32	10.8%	10.2%	12.0%
Spend the Same	186	62.8%	66.1%	60.7%
Spend Less	26	8.8%	13.1%	14.4%
No Opinion	52	17.6%	10.6%	12.9%
Grand Total	296	100.0%	100.0%	100.0%



PARKS – SOCCER FIELDS

Survey Responses

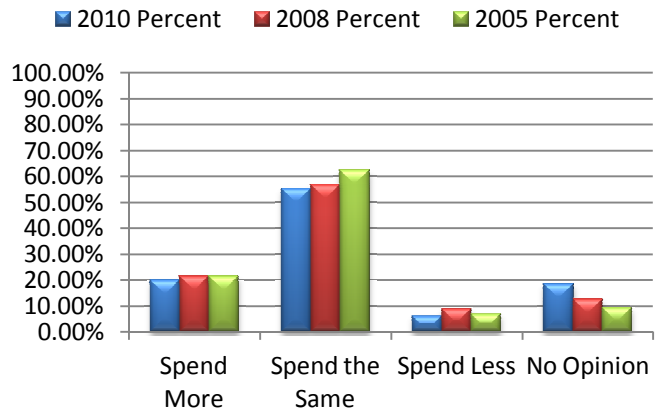
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	19	6.4%	8.2%	6.0%
Spend the Same	189	63.9%	63.1%	62.2%
Spend Less	31	10.5%	16.0%	18.4%
No Opinion	57	19.3%	12.7%	13.4%
Grand Total	296	100.0%	100.0%	100.0%



PARKS – YOUTH RECREATION PROGRAMS

Survey Responses

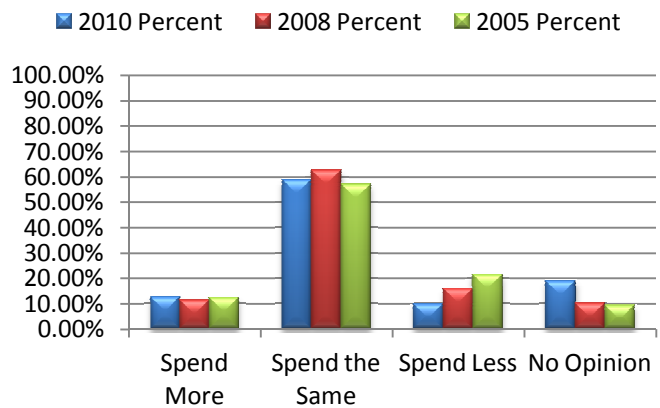
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	59	19.9%	21.6%	21.4%
Spend the Same	164	55.4%	56.7%	62.5%
Spend Less	18	6.1%	9.0%	6.8%
No Opinion	55	18.6%	12.7%	9.4%
Grand Total	296	100.0%	100.0%	100.0%



CIVIC CENTER – RECREATION

Survey Responses

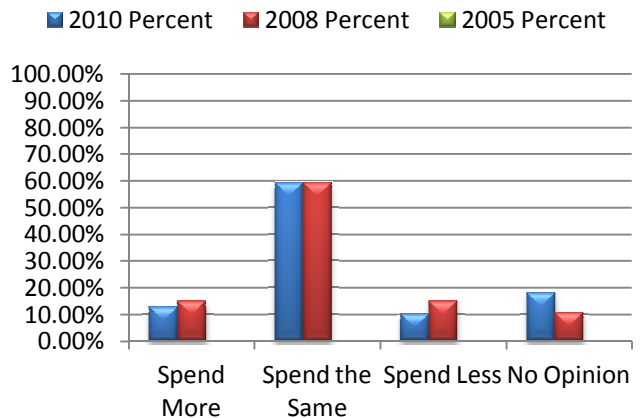
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	37	12.5%	11.4%	12.3%
Spend the Same	174	58.8%	62.4%	56.9%
Spend Less	29	9.8%	15.9%	21.5%
No Opinion	56	18.9%	10.2%	9.2%
Grand Total	296	100.0%	100.0%	100.0%



CIVIC CENTER – PROGRAMS

Survey Responses

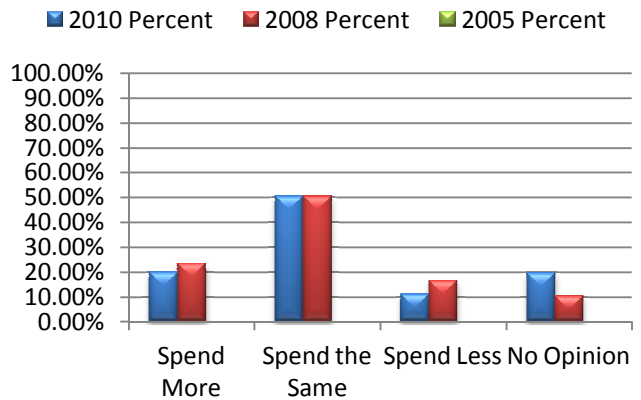
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	38	12.8%	15.0%	--
Spend the Same	175	59.1%	59.3%	--
Spend Less	30	10.1%	15.0%	--
No Opinion	53	17.9%	10.6%	--
Grand Total	296	100.0%	100.0%	--



CIVIC CENTER – CONCERTS & PROGRAMS

Survey Responses

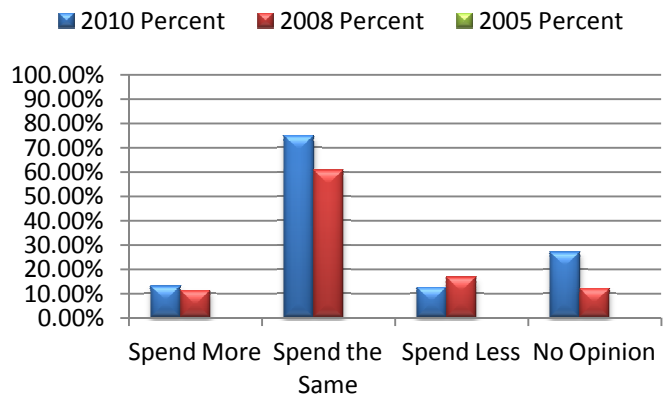
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	58	19.6%	23.3%	--
Spend the Same	149	50.3%	50.2%	--
Spend Less	32	10.8%	16.3%	--
No Opinion	57	19.3%	10.2%	--
Grand Total	296	100.0%	100.0%	--



CIVIC CENTER – AQUATICS

Survey Responses

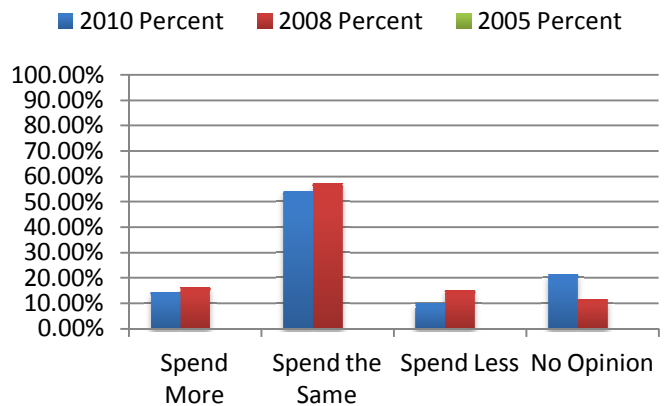
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	30	12.9%	11.1%	--
Spend the Same	174	74.7%	60.5%	--
Spend Less	29	12.4%	16.5%	--
No Opinion	63	27.0%	11.9%	--
Grand Total	296	100.0%	100.0%	--



CIVIC CENTER – FITNESS AREA

Survey Responses

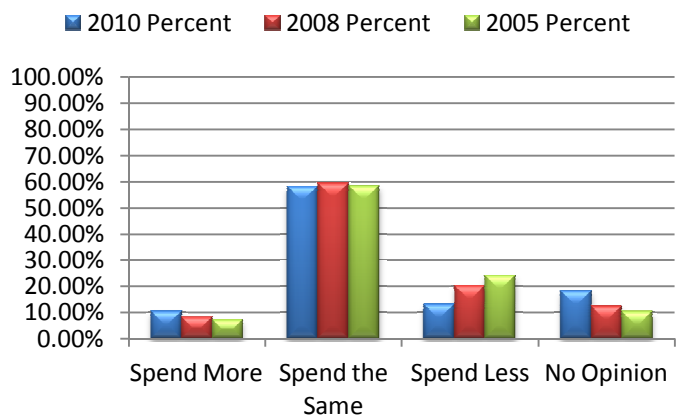
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	43	14.5%	16.3%	--
Spend the Same	161	54.4%	57.3%	--
Spend Less	29	9.8%	15.0%	--
No Opinion	63	21.3%	11.4%	--
Grand Total	296	100.0%	100.0%	--



WATER PARK

Survey Responses

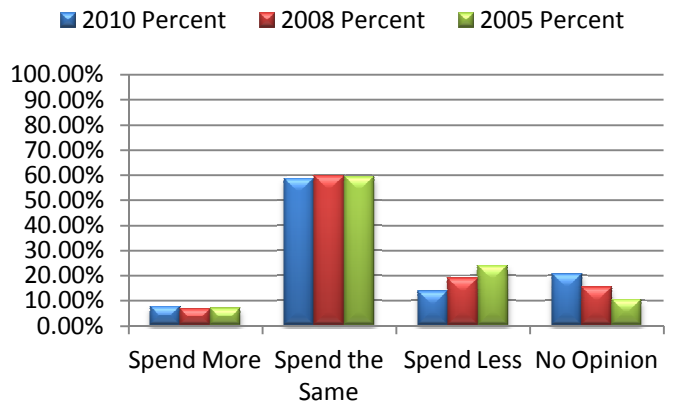
		2010	2008	2005
	Total	Percent	Percent	Percent
Spend More	31	10.5%	8.2%	7.2%
Spend the Same	172	58.1%	59.4%	58.4%
Spend Less	39	13.2%	20.1%	24.1%
No Opinion	54	18.2%	12.3%	10.3%
Grand Total	296	100.0%	100.0%	100.0%



CENTENE CENTER

Survey Responses

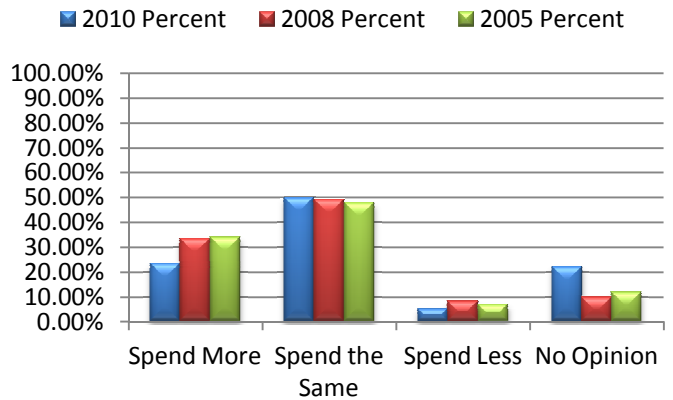
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	22	7.4%	6.5%	6.7%
Spend the Same	173	58.4%	59.6%	59.3%
Spend Less	40	13.5%	18.8%	23.7%
No Opinion	61	20.6%	15.1%	10.3%
Grand Total	296	100.0%	100.0%	100.0%



SENIOR CITIZEN PROGRAMS

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	69	23.3%	33.2%	33.8%
Spend the Same	147	49.7%	49.0%	47.7%
Spend Less	15	5.1%	8.1%	6.7%
No Opinion	65	22.0%	9.7%	11.8%
Grand Total	296	100.0%	100.0%	100.0%



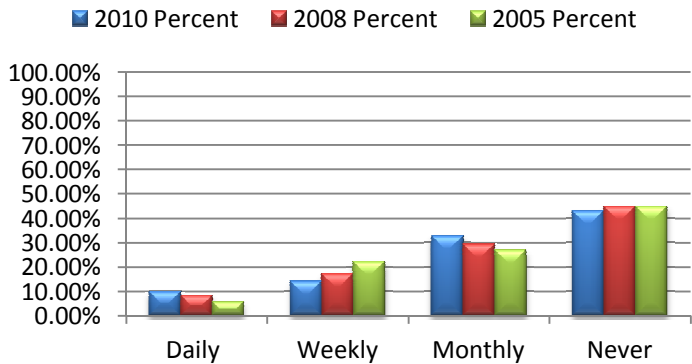
CIVIC CENTER

Three questions were asked related directly to the Civic Center and Senior Center. The results were as follows.

How often do you visit the Civic Center? ☐ Daily ☐ Weekly ☐ Monthly ☐ Never

Survey Responses

	Total	2010 Percent	2008 Percent	2005 Percent
Daily	25	9.9%	8.4%	5.9%
Weekly	36	14.2%	17.3%	22.2%
Monthly	83	32.8%	29.3%	27.0%
Never	109	43.1%	44.9%	44.9%
Grand Total	253	100.0%	100.0%	100.0%



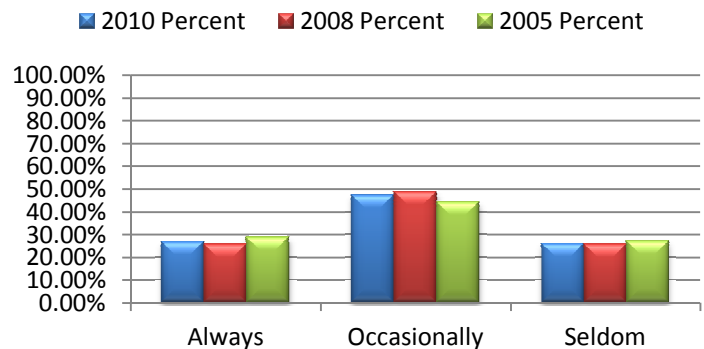
No Responses - 43

Do the Civic Center programs meet your needs?

☐ Always ☐ Occasionally ☐ Seldom ☐ No Opinion

Survey Responses

	Total	2010 Percent	2008 Percent	2005 Percent
Always	45	26.6%	25.7%	28.8%
Occasionally	80	47.3%	48.7%	44.1%
Seldom	44	26.1%	25.7%	27.1%
Grand Total	169	100.0%	100.0%	100.0%



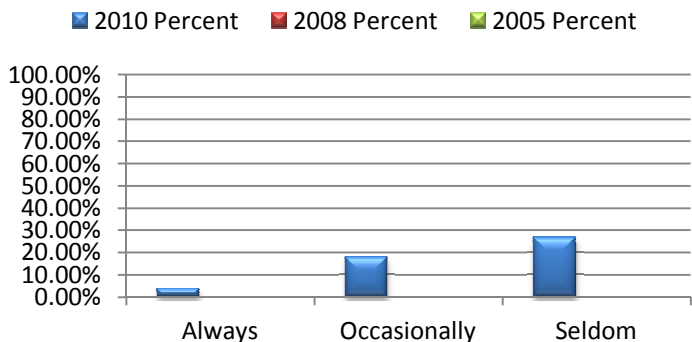
No Opinion – 94

No Response – 33

If over 65, how often do you visit the Senior Center?

☐ Always ☐ Occasionally ☐ Seldom ☐ No Opinion

	Total	2010 Percent	2008 Percent	2005 Percent
Always	7	3.8%	-	-
Occasionally	33	17.9%	-	-
Seldom	49	26.6%	-	-
Grand Total	59	100.0%	-	-



No Opinion – 95

No Responses – 112

Note: Responses from the above questions have been included. However, the questions failed to allow for a response of never. This will inherently lead to skewed results. For example, of all surveys received, only 116 had someone in the household over the age of 65. There were a total of 154 responses to the question. So, one would deduce that the 'no opinion' responses are a combination of those over 65 who do not visit the Senior Center and those who are not over age 65. The same concept applies to the Civic Center program needs. Based on the question and results, one is unable to tell whether those responding with 'no opinion' or 'no response' feel that the programs fail to meet their needs or if they just don't use the programs.

MUNICIPAL FACILITIES

In the 2005 survey, the citizens were asked to rate the various municipal facilities on a scale of 1 to 5. The following rating definitions were provided: 5 – Excellent, 4 - Above Average, 3 – Average, 2 - Some Improvement Needed, and 1 - Needs Major Improvement. In the 2010 and 2008 surveys, the citizens were asked to rate the various municipal facilities by excellent, average, and improvement needed. For analysis purposes, the 2005 above average results have been included with excellent and the needs major improvement results have been included with needs improvement. This information is important in two ways. Those items for which more than ten percent of respondents feel improvements are needed should be targeted in short term planning. Items in the five to ten percent range should be targeted in the next five years and zero to five percent range in the next ten years.

The results were as followed:

Survey Responses (in percentages)

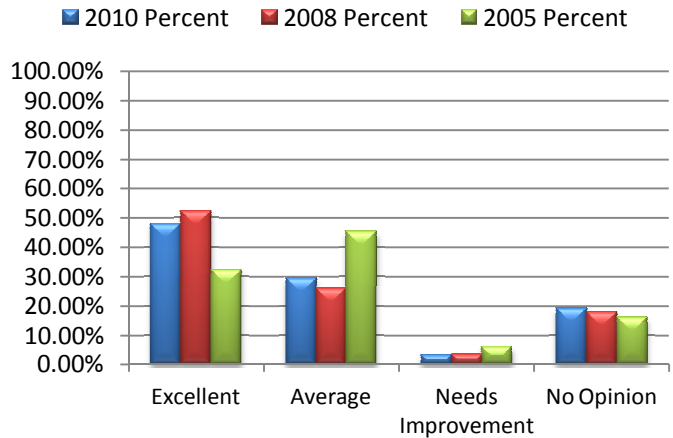
	Year	Excellent	Average	Needs Improvement	No Opinion
Civic Center.....	2010	48.0	29.4	3.4	19.2
	2008	52.4	26.0	3.6	18.0
	2005	61.0	16.7	6.2	16.1
Water Park.....	2010	46.6	23.3	3.4	26.7
	2008	48.8	22.6	1.6	27.0
	2005	55.8	14.7	5.8	23.7
Centene Center.....	2010	50.7	24.7	0.7	24.0
	2008	52.8	22.0	1.2	24.0
	2005	59.2	11.6	5.9	23.3
Senior Center.....	2010	23.7	28.4	4.0	43.9
	2008	n/a	n/a	n/a	n/a
	2005	n/a	n/a	n/a	n/a
Municipal Library.....	2010	36.1	35.1	9.5	19.3
	2008	33.9	34.7	11.2	20.3
	2005	46.9	23.4	14.6	15.1
City Hall.....	2010	30.1	39.2	8.1	22.6
	2008	23.6	43.2	14.4	18.8
	2005	37.5	32.8	5.6	14.1
Fire Station.....	2010	39.2	24.7	6.7	29.4
	2008	27.1	36.3	13.9	22.7
	2005	36.1	33.0	15.2	15.7

In 2005 and 2008, the top three facilities reported being in need of improvements were the Fire Station, City Hall, and the Municipal Library. Since that time improvement projects have been undertaken on each facility. At this time all facilities are under the 10% action line. Therefore, continued maintenance of the facilities should be the primary focus.

CIVIC CENTER FACILITY

Survey Responses

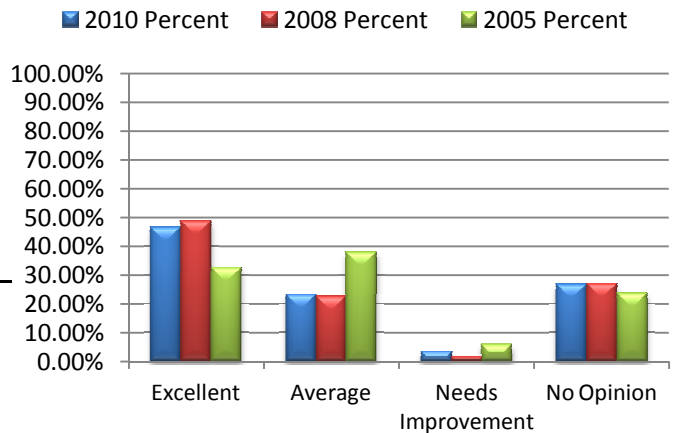
		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	142	48.0%	52.4%	61.0%
Average	87	29.4%	26.0%	16.7%
Needs Improvement	10	3.4%	3.6%	6.2%
No Opinion	57	19.2%	18.0%	16.1%
Grand Total	296	100.0%	100.0%	100.0%



WATER PARK FACILITY

Survey Responses

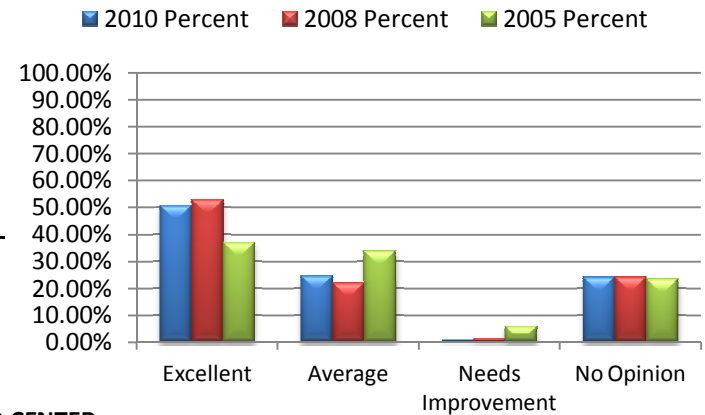
		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	138	46.6%	48.8%	55.8%
Average	69	23.3%	22.6%	14.7%
Needs Improvement	10	3.4%	1.6%	5.8%
No Opinion	79	26.7%	27.0%	23.7%
Grand Total	296	100.0%	100.0%	100.0%



CENTENE CENTER FACILITY

Survey Responses

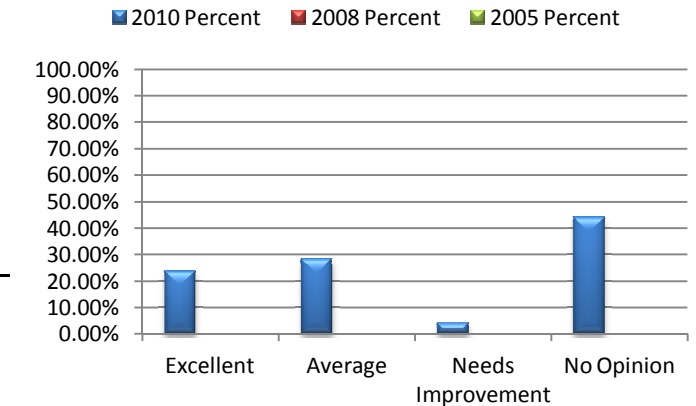
		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	150	50.7%	52.8%	59.2%
Average	73	24.7%	22.0%	11.6%
Needs Improvement	2	0.7%	1.2%	5.9%
No Opinion	71	24.0%	24.0%	23.3%
Grand Total	296	100.0%	100.0%	100.0%



SENIOR CENTER

Survey Responses

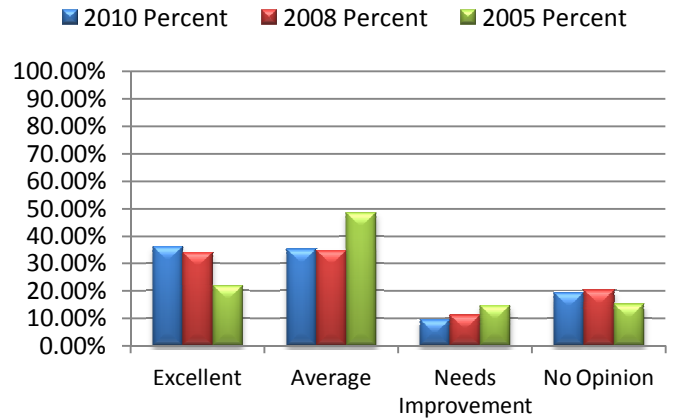
		2010	2008	2005
	Total	Percent	Percent	Percent
Excellent	70	23.7%	--	--
Average	84	28.4%	--	--
Needs Improvement	12	4.0%	--	--
No Opinion	130	43.9%	--	--
Grand Total	296	100.0%	--	--



MUNICIPAL LIBRARY

Survey Responses

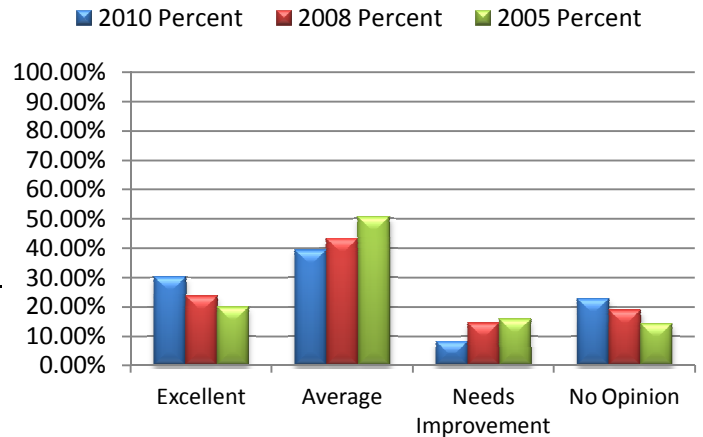
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	107	36.1%	33.9%	46.9%
Average	104	35.1%	34.7%	23.4%
Needs Improvement	28	9.5%	11.2%	14.6%
No Opinion	57	19.3%	20.3%	15.1%
Grand Total	296	100.0%	100.0%	100.0%



CITY HALL

Survey Responses

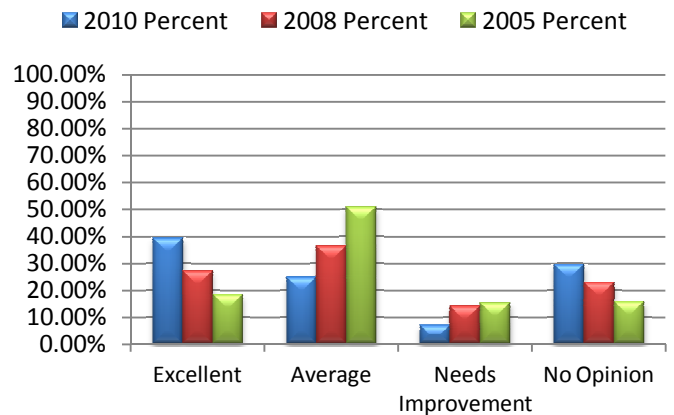
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	89	30.1%	23.6%	37.5%
Average	116	39.2%	43.2%	32.8%
Needs Improvement	24	8.1%	14.4%	15.6%
No Opinion	67	22.6%	18.8%	14.1%
Grand Total	296	100.0%	100.0%	100.0%



FIRE STATION

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	116	39.2%	27.1%	36.1%
Average	73	24.7%	36.3%	33.0%
Needs Improvement	20	6.7%	13.9%	15.2%
No Opinion	87	29.4%	22.7%	15.7%
Grand Total	296	100.0%	100.0%	100.0%



CAPITAL IMPROVEMENT PROGRAMS

Respondents were asked to indicate whether the City of Farmington should spend more, spend the same, or spend less on a variety of capital improvement programs. Following are the results for each of the services queried. Items in which greater than 15% of respondents have indicated the City should spend more should be targeted for discussion in current planning. Those areas in order of respondent percentages are residential street resurfacing, major street resurfacing, storm sewer improvements, and sidewalk repair program.

Survey Responses (by percentages)

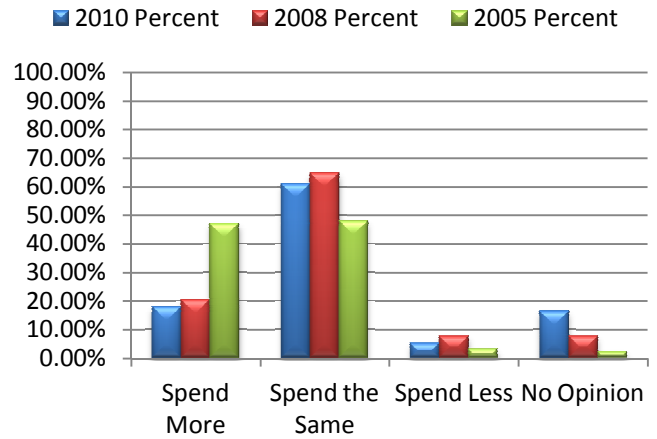
	Year	Spend More	Spend the Same	Spend Less	No Opinion
Major Street Resurfacing	2010	17.9	60.8	5.1	16.2
	2008	20.3	64.7	7.5	7.5
	2005	46.9	47.9	3.1	2.1
Residential Street Resurfacing	2010	21.6	59.8	4.4	14.2
	2008	16.0	66.2	10.5	7.2
	2005	35.2	58.6	3.6	2.6
New Street Construction	2010	9.8	54.4	14.5	21.3
	2008	9.4	59.0	17.9	13.7
	2005	20.3	59.9	10.9	8.9
Traffic Signal Improvements	2010	12.8	58.5	9.1	19.6
	2008	12.0	66.3	13.8	7.9
	2005	37.7	54.1	4.1	4.1
Sanitary Sewer Improvements	2010	13.9	56.4	8.4	21.3
	2008	14.0	63.8	11.9	10.2
	2005	30.0	61.7	0.5	7.8
Storm Sewer Improvements	2010	16.6	55.4	8.1	19.9
	2008	15.2	65.4	10.1	9.3
	2005	30.9	60.3	2.1	6.7
Sidewalk Repair Program	2010	15.9	57.4	6.4	20.3
	2008	16.6	60.9	12.8	9.8
	2005	40.7	50.5	4.1	4.7
Bike/ Pedestrian Trails	2010	11.1	48.0	16.6	24.3
	2008	11.9	45.8	28.8	13.6
	2005	19.2	48.7	22.8	9.3
New Library.....	2010	7.8	47.3	18.2	26.7
	2008	n/a	n/a	n/a	n/a
	2005	n/a	n/a	n/a	n/a

Those areas in which more than fifteen percent of the respondents believe the City needs to spend more should be addressed in current planning procedures. In 2010, these areas in order of importance are residential street resurfacing, major street resurfacing, storm sewer improvements, and a sidewalk repair program.

MAJOR STREET RESURFACING

Survey Responses

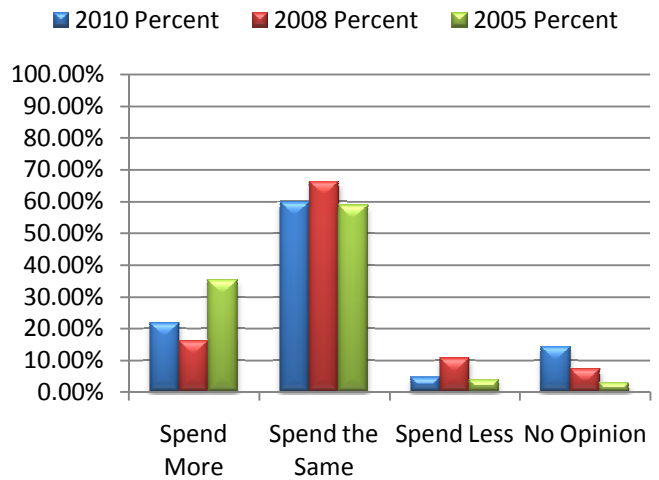
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	53	17.9%	20.3%	46.9%
Spend the Same	180	60.8%	64.7%	47.9%
Spend Less	15	5.1%	7.5%	3.1%
No Opinion	48	16.2%	7.5%	2.1%
Grand Total	296	100.0%	100.0%	100.0%



RESIDENTIAL STREET RESURFACING

Survey Responses

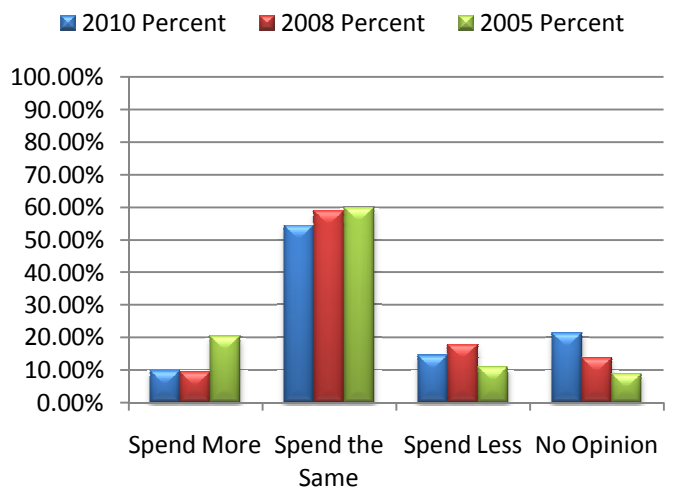
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	64	21.6%	16.0%	35.2%
Spend the Same	177	59.8%	66.2%	58.6%
Spend Less	13	4.4%	10.5%	3.6%
No Opinion	42	14.2%	7.2%	2.6%
Grand Total	296	100.0%	100.0%	100.0%



NEW STREET CONSTRUCTION

Survey Responses

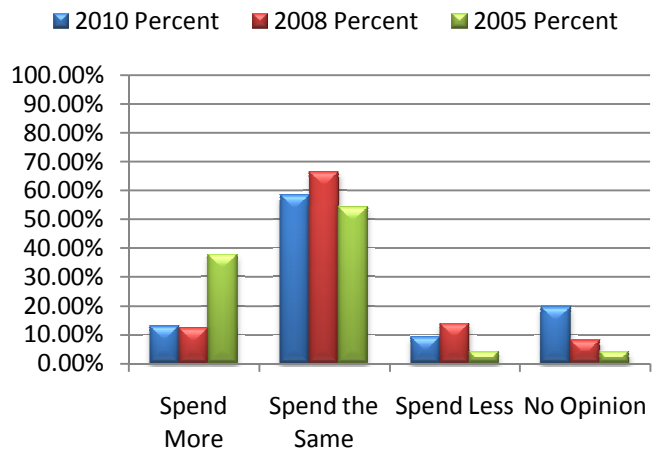
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	29	9.8%	9.4%	20.3%
Spend the Same	161	54.4%	59.0%	59.9%
Spend Less	43	14.5%	17.9%	10.9%
No Opinion	63	21.3%	13.7%	8.9%
Grand Total	296	100.0%	100.0%	100.0%



TRAFFIC SIGNAL IMPROVEMENTS

Survey Responses

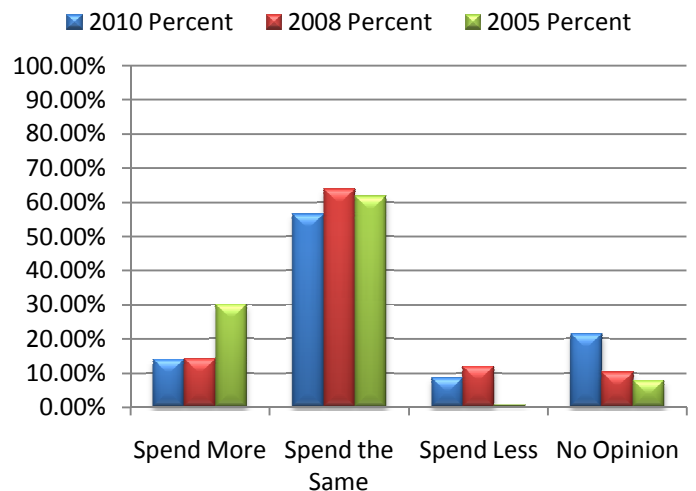
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	38	12.8%	12.0%	37.7%
Spend the Same	173	58.5%	66.3%	54.1%
Spend Less	27	9.1%	13.8%	4.1%
No Opinion	58	19.6%	7.9%	4.1%
Grand Total	296	100.0%	100.0%	100.0%



SANITARY SEWER IMPROVEMENTS

Survey Responses

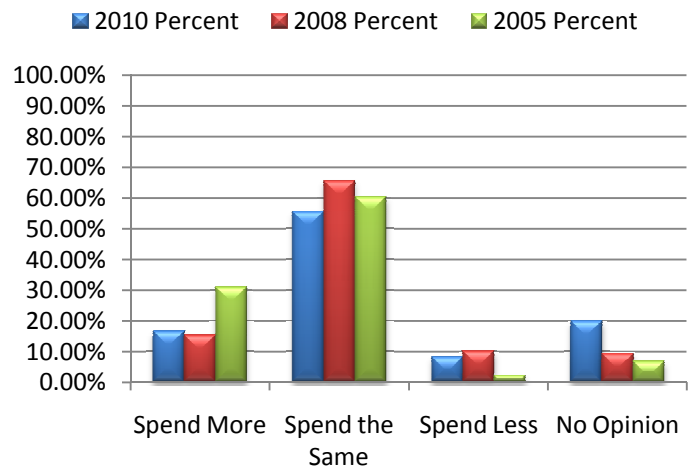
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	41	13.9%	14.0%	30.0%
Spend the Same	167	56.4%	63.8%	61.7%
Spend Less	25	8.4%	11.9%	0.5%
No Opinion	63	21.3%	10.2%	7.8%
Grand Total	296	100.0%	100.0%	100.0%



STORM SEWER IMPROVEMENTS

Survey Responses

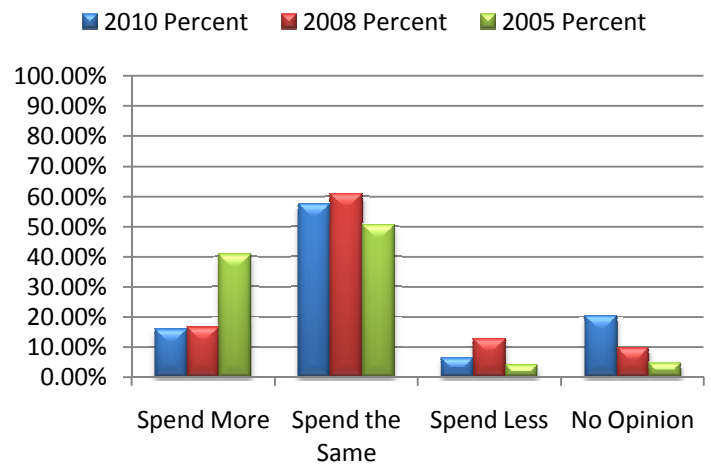
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	49	16.6%	15.2%	30.9%
Spend the Same	164	55.4%	65.4%	60.3%
Spend Less	24	8.1%	10.1%	2.1%
No Opinion	59	19.9%	9.3%	6.7%
Grand Total	296	100.0%	100.0%	100.0%



SIDEWALK REPAIR PROGRAM

Survey Responses

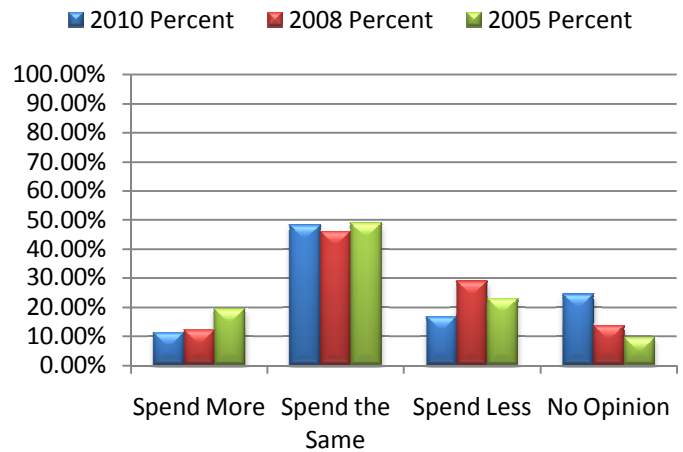
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	47	15.9%	16.6%	40.7%
Spend the Same	170	57.4%	60.9%	50.5%
Spend Less	19	6.4%	12.8%	4.1%
No Opinion	60	20.3%	9.8%	4.7%
Grand Total	296	100.0%	100.0%	100.0%



BIKE/ PEDESTRIAN

Survey Responses

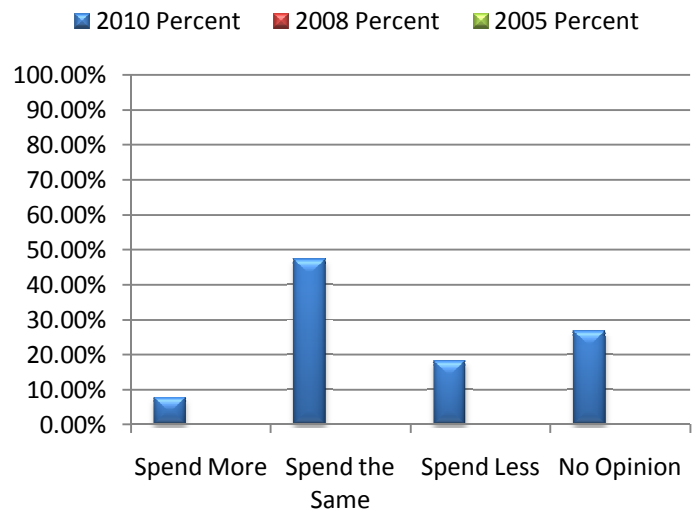
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	33	11.1%	11.9%	19.2%
Spend the Same	142	48.0%	45.8%	48.7%
Spend Less	49	16.6%	28.8%	22.8%
No Opinion	72	24.3%	13.6%	9.3%
Grand Total	296	100.0%	100.0%	100.0%



NEW LIBRARY

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Spend More	23	7.8%	--	--
Spend the Same	140	47.3%	--	--
Spend Less	54	18.2%	--	--
No Opinion	79	26.7%	--	--
Grand Total	296	100.0%	--	--



PUBLIC SAFETY

Respondents were asked to rank the quality of the police and fire services. The results are as follows:

Items in which greater than 15% of respondents felt improvement was needed should be reviewed for opportunities for improvement. These areas are Neighborhood patrols, traffic enforcement, and crime prevention programs. It should be noted however that in all three areas, greater than 25% of respondents rated the services as excellent.

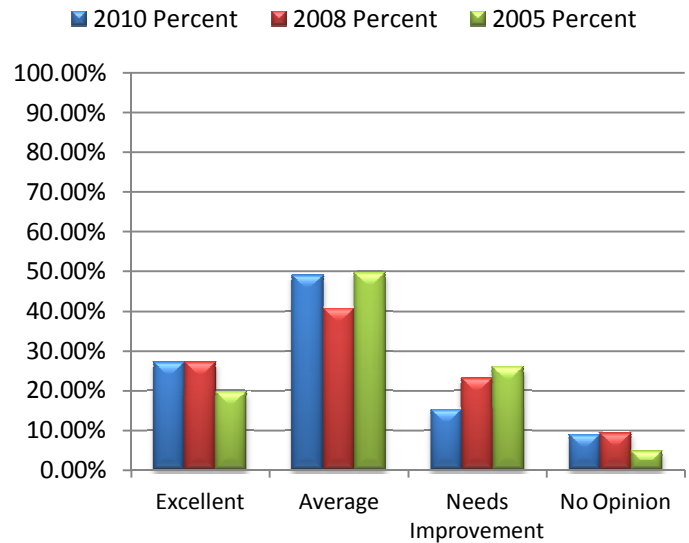
Survey Responses (by percentages)

	<u>Year</u>	<u>Excellent</u>	<u>Average</u>	<u>Needs Improvement</u>	<u>No Opinion</u>
Police					
Neighborhood Patrols	2010	27.0	49.0	15.2	8.8
	2008	27.1	40.6	23.1	9.2
	2005	19.7	49.7	25.9	4.7
Traffic Enforcement	2010	28.7	43.3	18.2	9.8
	2008	30.8	42.4	19.2	7.6
	2005	22.8	54.9	19.7	2.6
Investigations of Crimes by Detectives	2010	26.4	34.1	11.5	28.0
	2008	33.6	26.5	12.3	27.7
	2005	20.7	39.9	11.9	27.5
Crime Prevention Programs	2010	18.8	39.3	15.8	26.2
	2008	26.0	36.0	11.6	26.4
	2005	13.0	45.1	18.1	23.8
Accident Investigation	2010	20.3	41.2	9.5	29.1
	2008	29.4	38.0	6.1	26.5
	2005	19.2	45.6	10.3	24.9
Fire					
Firefighting	2010	43.5	37.2	1.0	16.6
	2008	51.6	27.4	3.2	17.9
	2005	45.6	43.0	1.6	9.8
Fire Prevention/ Education Program	2010	29.7	40.9	4.4	25.0
	2008	32.1	33.3	6.0	28.5
	2005	22.0	54.5	4.7	18.8
Fire Investigation	2010	30.1	33.4	5.4	31.1
	2008	34.0	31.2	1.6	33.2
	2005	25.0	45.9	3.1	26.0
Emergency Management System					
Sire Warning System	2010	45.6	30.4	11.8	12.2
	2008	51.8	28.7	12.0	7.6
	2005	40.5	44.6	11.8	3.1

POLICE – NEIGHBORHOOD PATROLS

Survey Responses

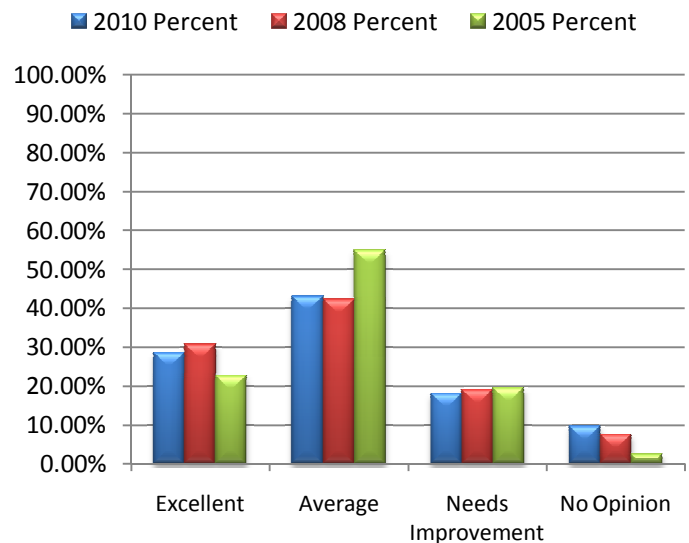
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	80	27.0%	27.1%	19.7%
Average	145	49.0%	40.6%	49.7%
Needs Improvement	45	15.2%	23.1%	25.9%
No Opinion	26	8.8%	9.2%	4.7%
Grand Total	296	100.0%	100.0%	100.0%



POLICE – TRAFFIC ENFORCEMENT

Survey Responses

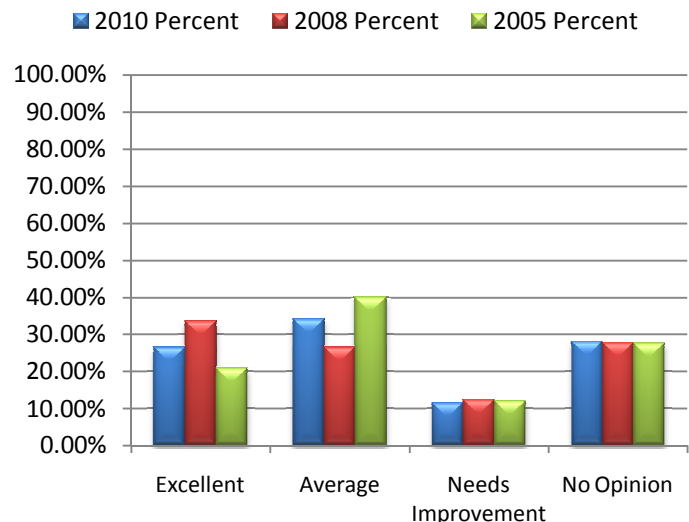
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	85	28.7%	30.8%	22.8%
Average	128	43.0%	42.4%	54.9%
Needs Improvement	54	18.2%	19.2%	19.7%
No Opinion	29	9.8%	7.6%	2.6%
Grand Total	296	100.0%	100.0%	100.0%



POLICE – INVESTIGATIONS OF CRIMES BY DETECTIVES

Survey Responses

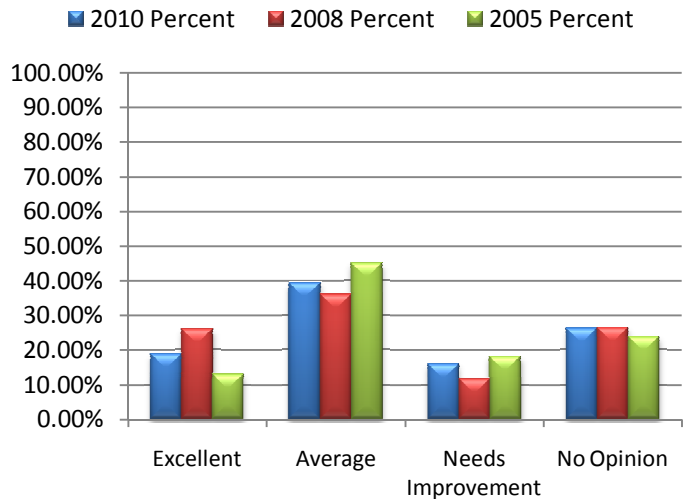
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	78	26.4%	33.6%	20.7%
Average	101	34.1%	26.5%	39.9%
Needs Improvement	34	11.5%	12.3%	11.9%
No Opinion	83	28.0%	27.7%	27.5%
Grand Total	296	100.0%	100.0%	100.0%



POLICE – CRIME PREVENTION PROGRAMS

Survey Responses

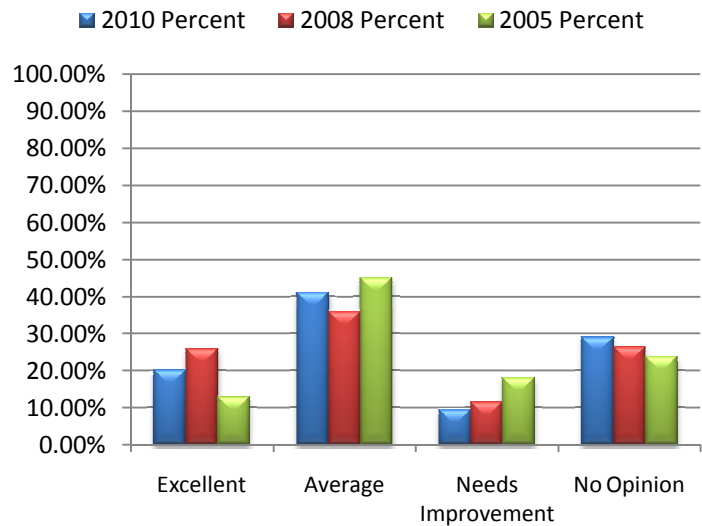
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	56	18.8%	26.0%	13.0%
Average	117	39.3%	36.0%	45.1%
Needs Improvement	47	15.8%	11.6%	18.1%
No Opinion	78	26.2%	26.4%	23.8%
Grand Total	296	100.0%	100.0%	100.0%



POLICE – ACCIDENT INVESTIGATION

Survey Responses

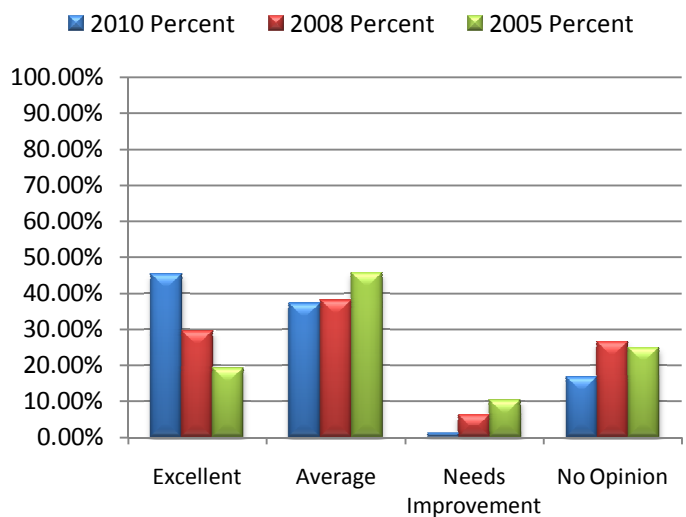
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	60	20.3%	29.4%	19.2%
Average	122	41.2%	38.0%	45.6%
Needs Improvement	28	9.5%	6.1%	10.3%
No Opinion	86	29.1%	26.5%	24.9%
Grand Total	296	100.0%	100.0%	100.0%



FIRE – FIREFIGHTING

Survey Responses

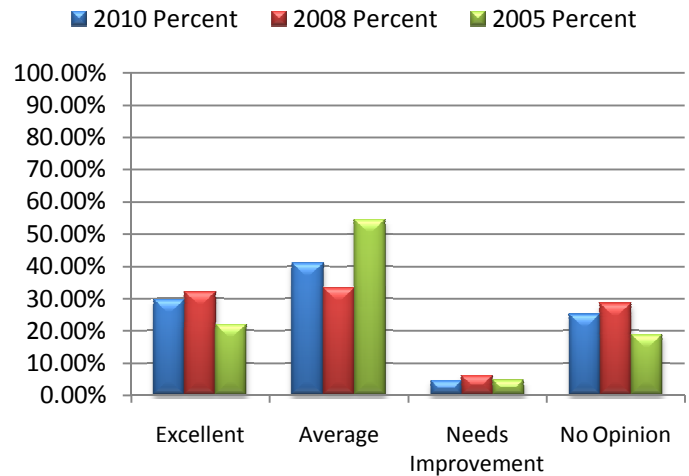
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	134	43.5%	51.6%	45.6%
Average	110	37.2%	27.4%	43.0%
Needs Improvement	3	1.0%	3.2%	1.6%
No Opinion	49	16.6%	17.9%	9.8%
Grand Total	296	100.0%	100.0%	100.0%



FIRE – FIRE PREVENTION / EDUCATION PROGRAM

Survey Responses

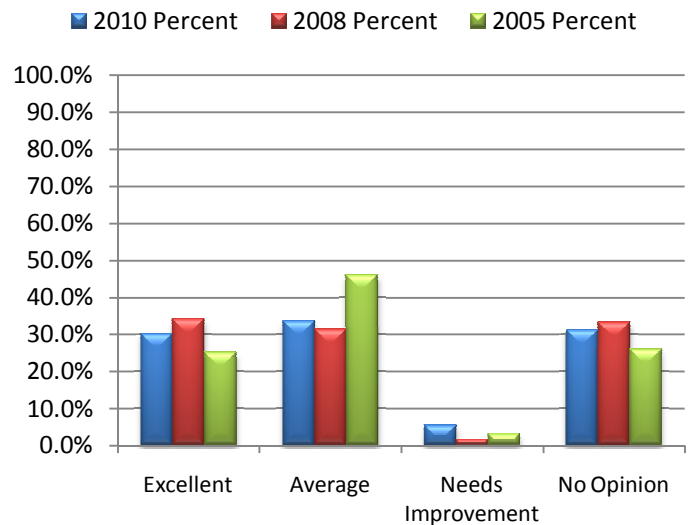
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	88	29.7%	32.1%	22.0%
Average	121	40.9%	33.3%	54.5%
Needs Improvement	13	4.4%	6.0%	4.7%
No Opinion	74	25.0%	28.5%	18.8%
Grand Total	296	100.0%	100.0%	100.0%



FIRE – FIRE INVESTIGATION

Survey Responses

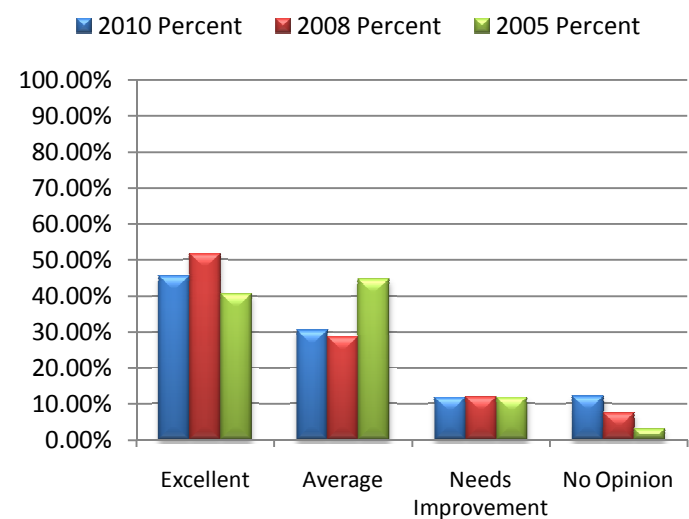
		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	88	30.1%	34.0%	25.0%
Average	121	33.4%	31.2%	45.9%
Needs Improvement	13	5.4%	1.6%	3.1%
No Opinion	74	31.1%	33.2%	26.0%
Grand Total	296	100.0%	100.0%	100.0%



EMERGENCY MANAGEMENT – SIREN WARNING SYSTEM

Survey Responses

		2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	135	45.6%	51.8%	40.5%
Average	90	30.4%	28.7%	44.6%
Needs Improvement	35	11.8%	12.0%	11.8%
No Opinion	36	12.2%	7.6%	3.1%
Grand Total	296	100.0%	100.0%	100.0%



CITY GOVERNMENT

Respondents were asked three questions in relation to city government. Following are the results.

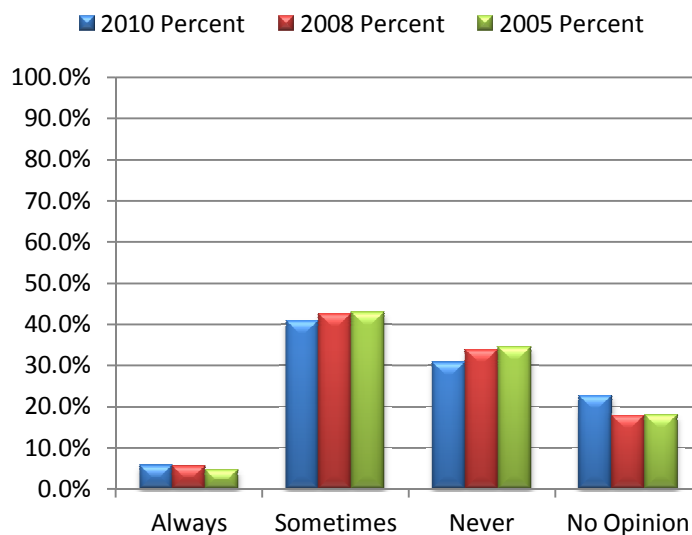
GOVERNMENT DECISION MAKING

Do you feel you have a say in City Government decision-making?

☐ Always ☐ Sometimes ☐ Never ☐ No Opinion

Survey Responses

		2010	2008	2005
	Total	Percent	Percent	Percent
Always	17	5.7%	5.60%	4.70%
Sometimes	121	40.9%	42.60%	42.80%
Never	91	30.7%	33.90%	34.50%
No Opinion	67	22.6%	17.90%	18.00%
Grand Total	296	100.0%	100.00%	100.00%



CITY COUNCIL MEETINGS

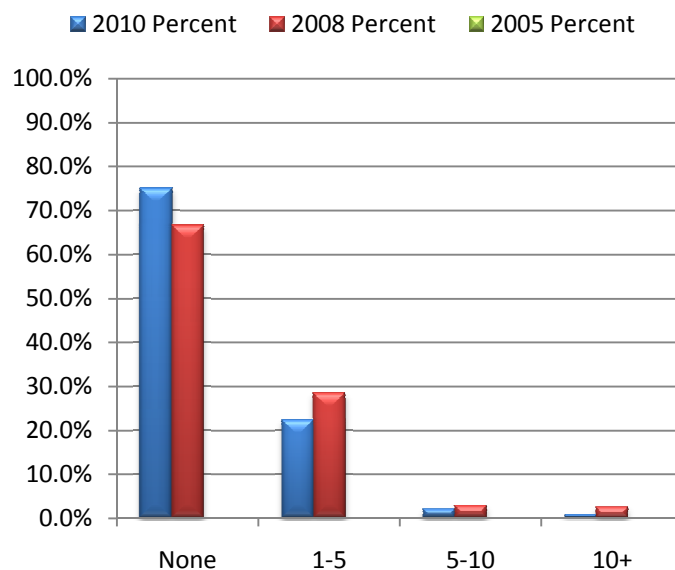
City Council meetings are one of the main avenues for residents to become involved in the decision making process. Therefore, city council meeting attendance was a new question added in the 2008 survey.

How many times have you attended a City Council meeting or Public Hearing in the last 12 months?

☐ None ☐ 1 – 5 ☐ 6 – 10 ☐ More than 10

Survey Responses

		2010	2008	2005
	Total	Percent	Percent	Percent
None	222	75.0%	66.5%	--
1-5	66	22.3%	28.3%	--
5-10	6	2.0%	2.8%	--
10+	2	0.7%	2.4%	--
Grand Total	296	100.0%	100.0%	--



GOVERNMENT NEWS SOURCE

How do you usually get news or information about the City Government?

- | | |
|------------------------------------------------------------------|------------------------------------------------------------|
| <input type="radio"/> Not applicable. Never pay attention to it. | <input type="radio"/> City website (www.farmington-mo.gov) |
| <input type="radio"/> Local newspaper | <input type="radio"/> City committees |
| <input type="radio"/> City newsletter | <input type="radio"/> Calling City Official |
| <input type="radio"/> Conversation with family or friends | <input type="radio"/> Other _____ |
| <input type="radio"/> Social Media | |

Survey Responses

	<u>Total</u>	<u>2010 Percent</u>	<u>2008 Percent</u>	<u>2005 Percent</u>
Local Newspaper	223	37.4%	42.1%	37.8%
City Newsletter	81	13.6%	16.9%	32.7%
Conversation with Family or Friends	130	21.8%	25.4%	23.3%
Local Radio	-	-	4.4%	2.1%
Calling City Officials	6	1.0%	4.0%	0.8%
City Website	19	3.2%	3.8%	1.6%
City Committees	-	0.0%	0.8%	0.6%
Social Media	38	6.4%	-	-
Other	27	4.5%	1.8%	-
Other - Watching / Observing	-	-	0.0%	0.3%
Not Applicable. Never pay attention.	72	12.1%	0.8%	0.8%
Grand Total	596	100.0%	100.0%	100.0%

*Respondents were able to select as many of the sources as appropriate.

